

From: Metz, Robin

Sent: Tuesday, September 11, 2018 12:09 AM

Subject: The Facility Team is #1 in Customer Service - KUDOS (Fairmount Park - Lakeside Room) - WOW Moment

Thank you for working together to create such beautiful events and memories for our clients and residents. I observed staff working with Sandi over the past 3 months and between the positive attitude, adaptability, facility prep and superior customer service provided by staff, Disney better watch out because PRCSD- Facility Team is #1 in providing superior customer service. (See comment below by Sandi Garcia)

Thank you and please pass along my appreciation and thanks to the part-time staff that supervised the facility/rental.

Robin A. Metz

Deputy Director

City of Riverside

Parks, Recreation & Community Services

From: Garcia, Sandra

Sent: Monday, September 10, 2018 9:40 AM

Subject: [External] re: Lakeside Fairmont Park

Robin,

Good morning Robin; I hope you had a great weekend. My husband's surprise party went off great and, in a large part, because of your wonderful staff. The venue was clean and sparkling and ready to go. The staff did a great job getting it ready from what it was when I first saw it. Also, Sanjuana (sp), was outstanding and went above and beyond. I will certainly recommend the city to anyone and, in fact, many of my guests commented on the venue and wanted information on how to book it. Great job and worth every penny. J

Sandi Garcia, M&O Work Control/Use of Facilities Coordinator
CSEA Chapter 506 President

Strengths: Achiever, Deliberative, Strategic, Relator, Context



No one should be ashamed to admit they are wrong, which is but saying, in other words, that they are wiser today than they were yesterday.

— Alexander Pope