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I apologize for the delay in getting this Kudos Count! newsletter out to you. We had a problem getting all of the comment cards together for November and December, but with teamwork and perseverance, we did it! The Kudos Count! newsletter for January will be sent to you next week. Congratulations to everyone for a job well done!

# Kudos Count!

**DMV's Employee Recognition Newsletter**  
**February 7, 2003**

**The Division of Motor Vehicles recognizes the following employees for providing exceptional customer service, finding innovative ways to improve service and proving themselves to be true team players!**

**Kudos to these employees!**

## **NOVEMBER/DECEMBER 2002**

### **ABBEVILLE DMV**

**Deborah Wharton** - "Great job...cheerful and helpful. She needs a raise!"

**Deborah Wharton** - "Very nice lady."

**General Office** - "Professional and courteous with all customers."

### **AIKEN DMV**

**Theresa Callahan and Glennise Usry** - "Very helpful...went out of (their) way to ensure I was accommodated."

### **ALLENDALE DMV**

**Brenda Crittington** - "This is not the first time Ms. Crittington has gone the extra mile in a very professional manner to be helpful to me."

### **ANDERSON DMV**

**Sandra Bryant** - "Very helpful and nice...positive attitude... Great customer service."

### **BATESBURG DMV**

**General Office** - "Wonderful! Thank You!"

**Paige Waters** - "Cheerful, happy, and very helpful. She certainly is an asset to your office."

**Courtney Bucknam** - "Exceedingly nice and helpful."

**Paige Waters** - "Staff is great here!"

### **BEAUFORT**

**General Office** - "Super service!"

**Robin Lacombe** - "No line, great service!"

**Rosa Alston** - "Very pleased"

**General Office** - "I was very pleased to be in and out so quickly! The staff was very pleasant, even joking at times."

**Shaneka Galloway** - "Extremely helpful, nice and professional... couldn't have been nicer or more helpful."

**Melvin Blalock** - "Very helpful with a complex transaction."

**Melvin Blalock** - "Fabulous... very helpful and courteous. It was the most pleasant DMV experience in my life."

**General Office** - A perfect comment card score!

**Shaneka Galloway** - "Excellent service!"

## **BENNETTSVILLE DMV**

**Katheryn Johnson** - "Best treatment I have ever received at a DMV office."

## **BLUFFTON DMV**

**Sharon Ferguson** - "Sharon was new and she was great!"

**General Office** - "Great service and attitudes were helpful and friendly."

**Theresa Decker** - "Most helpful, patient and courteous. Very professional."

**Donna Pinckney** - "Donna takes each customer as they are and proceeds in a polite manner. I must commend all employees for their hard work."

**Charmaine Green** - "We recently moved to SC and heard many horror stories-this was not the case. We were very satisfied."

**General Office** - "So much better."

**Paula Reynolds and Jeff Bell** - "Very helpful and patient with me...pleasurable experience."

**Karen Watson** - "Friendly, inviting and helpful. Her personality and professionalism were effective and comforting."

**General Office** - "Excellent service! Great people!"

**Charmaine Green** - "Extremely helpful, courteous and pleasant."

**Donna Pinckney** - "Excellent!"

**Karen Watson** - "Very friendly."

**Karen Watson** - "Everybody was helpful... especially Karen."

**Paula Reynolds and Alexzena Bolden** - "Very professional, helpful and extremely pleasant."

**Alexzena Bolden** - A perfect comment card score!

## **CAMDEN DMV**

**Karen Graham** - "Extremely helpful and friendly."

**Karen Graham** - "This new system is so much better!"

## **CHARLESTON, ASHLEY LANDING DMV**

**Jason Santanna** - "Very helpful and kind."

**Madeline Seabrook** - "Went above and beyond the call of duty to help me with this computer glitch... truly an asset to your office."

**Clorette Jackson** - "Showed me excellent customer service that I really appreciated. Thank You!"

## **CHARLESTON DEALER CENTRAL DMV**

**Tammy Hemby and Gina Nichols** - "So friendly... never had this type of service from a DMV ever! Thank you so much!"

## **CHARLESTON, LEEDS AVENUE**

**Becky Ramirez** - A perfect comment card score!

**Lynda Tanner** - "Very kind, courteous and pleasant. My number was called so quickly I didn't have

my forms filled out yet.”

**Marquita Washington** - “I like the number system...everything runs so smoothly. The person sitting in front distributing the numbers is also helpful.”

**Keshawn Scott** - “Very courteous, professional and helpful...I wish all people had her common courtesy.

**Lynda Tanner** - “Good and friendly service. Best DMV in Charleston. Thanks.”

**Marquita Washington** - “Terrific help.”

**Keshunn Scott** - “Went above and beyond while serving us.”

### **CHARLESTON - LOCKWOOD DMV**

**Cynthia Wilcher** - “Went out of her way to help my elderly father... She is a credit to your organization.”

**Earline Deveaux** - “Very, very helpful in the past as well as today...an outstanding employee.”

**Flo Hodges** - “Very nice experience. Thanks.”

**General Office** - “Delightful-courteous and professional.”

**Steven Willard** - “Went out of his way...the kind of customer service that every service industry wants its employee to exemplify.”

**Daryl Scott and Tracy Stevenson** - “Professional, courteous and made us feel welcome.”

**Cynthia Wilcher** - “Outstanding job! She is a credit to the DMV!”

### **COLUMBIA, DECKER MALL DMV**

**Doris Johnson** - “Truly a people person... We need more of her in the public sector.”

**Natalie Currie** - “Very pleased... If I ever have to do business at Decker Mall, I will let her do my business. Keep up the good work.”

**Krystal Spivey** - “Very good service.”

**General Office** - “Very fast service...everybody was very polite and nice.”

### **COLUMBIA, DUTCH PLAZA DMV**

**General Office** - “Most pleasant DMV experience I have had. Everyone was friendly, nice and extremely competent.”

**General Office** - “Excellent service by helpful, friendly employees.”

### **COLUMBIA, SHOP ROAD**

**General Office** - “It could not have been easier or quicker.”

**Calvin Jackson** - “Absolutely wonderful... He’s a keeper!”

**General Office** - “Everything is getting better.”

**General Office** - “Great job! Thanks.”

**General Office** - “My visit was courteous, in and out in 15 minutes. Had no problems, everyone very helpful and courteous!!!”

**Sandy Ryan** - “Extremely helpful... could not have been nicer.”

**Sandy Ryan** - A perfect comment card score!

### **CONWAY DMV**

**Leah Brisson and Jolane Strickland** - “Extremely helpful, courteous, and professional. They demonstrated proficiency in their respective jobs.”

**Leah Brisson** - “Great!”

**Leah Brisson** - “Very friendly, helpful and efficient.”

### **CUSTOMER SERVICE ADMINISTRATION**

**Sharon Lewis** - “I appreciate your professional handling of this matter.”

### **DEPUTY DIRECTOR’S OFFICE**

**Irene Magargle** - “Thank you for your quick response... wish other agencies had your clones.”

**Tracie Cockrell** - "Excellent assistance... courteous and professional manner."

### **DMV CALL CENTER**

**Javonna Davis** - "Outstanding job... good customer service."

**Patricia Swartz** - "Prompt, courteous and outstanding response."

**Steven Gamble** - "Thank you for your calming and helpful assurances."

### **DRIVER RECORDS**

**Stephanie Glover** - "Excellent assistance... courteous and professional manner."

### **EAST COOPER DMV**

**Ann Calhoun** - "Great service from Ann."

**Vi Alston** - "Exceptionally kind to me as I had just gotten out of the hospital."

**Steven White** - "Calm, patient, good service."

**General Office** - "Very pleasant... very helpful."

### **FLORENCE DMV**

**General Office** - "Very quick service and very polite. Quickest visit to a DMV ever. Thank you."

**General Office** - "What a pleasant surprise... Keep up the good work."

**General Office** - "Service is infinitely faster than it has ever been... Please don't change anything!"

### **FOUNTAIN INN DMV**

**General Office** - "I was very impressed with the efficiency of all the staff."

**Leah Wentz** - "Very nice and courteous...took time out to answer questions that concerned me."

**Gail Shedlock** - "Very satisfied."

**Lydia Hampton** - "Most helpful, kind, friendly, knowledgeable, and timely employee I have ever come in contact with."

### **GAFFNEY DMV**

**Jackie Gregory** - "Jackie was very helpful to me."

### **GENERAL ADMINISTRATION**

**Fred Sojourner** - "Thank you so much for going the extra mile."

### **GEORGETOWN DMV**

**General Office** - "Good customer service."

**Lucinda Franklin** - A perfect comment card score!

### **GREENVILLE, LAURENS ROAD DMV**

**General Office** - "A pleasant surprise. I was greeted when I entered and directed to the right windows."

**Janet Henderson** - "Great experience...very helpful with questions."

### **GREER DMV**

**Melissa Hart and Lisa Booker** - "After all the bad experiences I have heard about the DMV, I was very surprised to be seen so quickly and treated so nicely... great job ladies."

**Charlene Williams** - "By far the most pleasant DMV experience!"

**Nancy Jones** - "Great service...no time wasted and employees were wonderful."

**Linda Rogers** - "I was so amazed at the DMV today. I was greeted at the door and received excellent service."

**Charlene Williams and Karen Spinner** - "Very helpful and very pleasant."

**Karen Spinner** - "Great service!"

### **IRMO-BALLENTINE DMV**

**Melissa Kimball** - "Staff was friendly and efficient."

**Oneida Lockwood** - "Pleasant and understanding... handled my recently deceased wife's auto papers with care."

**Sara Williams** - "Awesome!"

**Denny Bedenbaugh, Melissa Kimball and Onieda Lockwood** - "Love the person that greets you... very knowledgeable... professional."

### **KINGSTREE DMV**

**Ivy Jordan** - "No problems... a pleasant visit... polite, helpful, courteous, kind and cooperative... only a very short waiting period."

### **LADSON DMV**

**General Office** - "What a wonderful change in the DMV office. We are very pleased good work and well done."

**Erma Clark** - "Very efficient service."

**Beverly Broach** - "We were in and out so fast we didn't have enough time to fill everything out."

**General Office** - "Incredible! As soon as I received my number I was called! I am very impressed!"

### **LAURENS DMV**

**Vanessa Golden** - "Very professional and polite."

**Kanova Wright** - "An asset to your staff... seems to know the system and all your procedures."

### **LEXINGTON DMV**

**General Office** - "What a huge improvement. I almost expected someone to offer me coffee."

### **MANNING DMV**

**Deborah Hart** - "Best service yet! Very friendly."

**Mary Lou Peagler and Tracie Ham** - "We were pleased to be served in such a timely manner... very courteous."

### **MONCKS CORNER DMV**

**General Office** - "Huge improvement in customer service and courtesy of staff."

**General Office** - "Outstanding... treated politely, pleasantly and with smooth efficiency."

**Gwendolyn Maybank and Donna Worten** - "Even though the lines were long, the service was fast and efficient."

### **MOUNT PLEASANT DMV**

**Amelia Cahoon** - "Awesome... always efficient and polite. I have never had anything but a positive experience here."

**Karen McDonald** - "Very nice and pleasant. I did not wait very long at all."

### **MYRTLE BEACH DMV**

**Annette Gore** - "Outstanding... a great help to us."

**Susan Hanneman** - "Very polite and knew all her stuff."

**Susan Hanneman** - "Very friendly and efficient... in and out in 10 minutes... very impressed!"

### **NORTH AUGUSTA DMV**

**Birdena Johnson** - "Beautiful lady... job well done."

**Lucille McKie** - "Great... worked with me friendly and professional!!! Great employee, great lady!!"

**Sharon McBride and Chieque Dawkins** - "These people were courteous and helpful and the end of the day! I watched them help a confused elderly lady with kindness, patience, and friendliness. They were very, very great people."

**Lucille McKie** - "Helpful, pleasant, efficient... I don't know why your department gets so much bad press."

### **NORTH MYRTLE BEACH**

**General Office** - "We are lucky to have these people!"

**Betty Fore and Wanda Vereen** - "Outstanding assistance...proved invaluable to my situation."

**Cynthia Williams** - "Great job! Thank you!"

**Cynthia Williams** - "She stayed with me after 5:00 PM."

### **PICKENS DMV**

**General Office** - "Best trip I have ever had to the DMV in both SC and VA."

**Tammy Reed** - "Tammy is a great PR person."

**Diane James-Bennett** - "There is a 100% improvement in service."

**Diane Riggs** - "Great service!"

**Norma Bowens** - A perfect comment card score!

**Sherry Adcox** - "Very pleasant...very efficient."

### **REGISTRATION AND TITLES SECTION**

**Libby Thomasson** - "Very courteous and professional... I appreciate her extra effort."

**Shirley Rivers** - "Excellent assistance...courteous and professional manner."

**Libby Thomasson** - "You are much appreciated!"

**Libby Thomasson** - "I would like to thank her for her customer service and understanding. It was really important to me."

### **RIDGELAND DMV**

**Karen Dunbar** - "A great attitude...very nice person. I hope whenever I come back she waits on me."

### **ROCK HILL DMV**

**Stacy Walker** - "Great job! She made my trip to the DMV a wonderful experience!"

**Mary Bailey** - "Very happy to see an advisor at the front door to answer questions before standing in line for a long time. Thank you."

**General Office** - "Very friendly, great service."

**General Office** - A perfect comment card score!

**Lynn Strait** - "Very pleasant and helpful."

### **ST. GEORGE DMV**

**Loretta Smith** - "A pleasure to work with you."

**Donna Grimsley** - "Thank God for St. George and Donna Grimsley. Great visit."

**General Office** - "Alicia was wonderful!! Thank you!!"

### **WINNSBORO DMV**

**Melissa Richards** - "So helpful, soft-spoken and kind...good service."

### **WOODRUFF DMV**

**Donna Foster** - "Very professional and courteous."

**Congratulations to all of these employees for a job well done!**

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