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# Kudos Count!

**DMV's Employee Recognition Newsletter**  
**February 19, 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!**

## **JANUARY 2003**

### **AIKEN DMV**

**General Office** - "Excellent service."

### **BATESBURG DMV**

**General Office** - "All the ladies were steady, polite and helpful."

### **BEAUFORT DMV**

**Marilyn Valenzuela** - A perfect comment card score!

**Rosa Alston and Shaneka Galloway** - "Both ladies gave me exceptional service. In fact, Ms. Galloway went out of her way to help me."

**Doris Rhoden** - "Much improved (office)... Thank you for making this a more enjoyable DMV."

**Rosa Alston** - "Much improved service and attitude (in the office)."

**Shaneka Galloway** - "So kind and compassionate."

**Shaneka Galloway** - A perfect comment card score!

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**Shaneka Galloway and Melvin Blalock** - "A most pleasant visit."

**Melvin Blalock** - "Truly a blessing... very helpful with advice."

**Melvin Blalock** - "Never witnessed such efficiency and effectiveness in a government office."

### **BLUFFTON DMV**

**Donna Pinckney** - A perfect comment card score!

**Teresa Decker** - "Very good experience... promptness, courtesy."

**Paula Reynolds and Karen Watson** - "It was a pleasure dealing with these ladies... very pleasant, knowledgeable and helpful."

**Mark Whitley** - "Very courteous and efficient."

**Alexzena Bolden** - "Very courteous, professional and knowledgeable... outstanding attitude."

**Alexzena Bolden** - "Great service."

**Jeff Bell and Donna Pinckney** - "Helpful... went the extra mile."

### **CHARLESTON, ASHLEY LANDING DMV**

**Alicia Moyle** - "Very hospitable, efficient and helpful in assisting."

**Aneatra Brown** - "Always a positive experience."

### **CHARLESTON, LEEDS AVENUE DMV**

**Monique Johnson** - "The present staff is courteous and easy to talk to."

**Theresa Sullivan** - "Accommodating, helpful and very patient... a job well done."

### **CHARLESTON, LOCKWOOD BLVD. DMV**

**Michelle Gainey and Sylvia Nelson** - "Two wonderful employees... helpful and polite."

**Steve Willard** - "A great help and is a credit to the division."

**Cathy Davis** - "Exceptionally helpful and pleasant."

**Cathy Davis** - "Best member of the team... very helpful."

**Cynthia Wilcher** - "Did an outstanding job! She is a credit to the DMV!"

### **CHESTERFIELD DMV**

**Marilyn Valenzuela** - A perfect comment card score!

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

**Krystal Spivey** - "I was thrilled over the positive changes... I renewed my driver's license in just 15 minutes!"

### **COLUMBIA, SHOP ROAD DMV**

**Cindy Hutto, Patti Hartley and Janie Rice** - "It was 5:20 PM when (they) were able to clear (his) record... Went beyond what they had to do to help."

**Rick Ryan** - "Good job!"

**Sandy Ryan** - "Very impressed with the speed and helpfulness of your staff... a great improvement from past experiences."

**Vickie Stackhouse and Tammi Knowles** - "Took great care of us... Please thank both these ladies for great service."

**Abby Stukes and Tonya Gass** - "Quick service with a smile!"

**Dalia Wilmore** - "Excellent... professional manner... made the experience worth the wait."

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

**General Office** - "Made this experience a welcome surprise... They are to be commended for their efficiency and attitude."

### **CONWAY DMV**

**Karen Bryant** - "This one employee stands above the rest in professionalism, efficiency and customer service."

**Rosa Spain** - "Very helpful and kind... made the process easier and less stressful."

**Carol Bashor** - "Give this girl a raise!"

### **DEPUTY DIRECTOR'S OFFICE**

**Irene Magargle** - "You are my hero!"

### **DMV CALL CENTER**

**Jackie Webb** - "Kind, pleasant and very patient... a nice experience."

**Anita Boozer** - "Polite and professional."

**Javonna Davis** - "Nice personality, friendly and helpful."

**Donna Haire** - "Provided me with the best service I have ever encountered."

**Iris Portee** - "Prompt and enthusiastic service... very refreshing."

## **FOUNTAIN INN DMV**

**Lydia Hampton** - "Greeted me with a smile and politely worked with me to 40 minutes...making my anticipated nightmare a pleasant experience."

## **GREENVILLE, LAURENS ROAD DMV**

**Brenda Lake and Cynthia Francis** - A perfect comment card score!

## **GREER DMV**

**General Office** - "Great job!"

**Ralph Dorman** - "Very pleasant in all respects."

**Paulette Farrell** - "Very helpful...made the experience easy and calm."

**Paulette Farrell** - "Very good and efficient."

**Linda Rogers** - "Very pleasant."

**Linda Rogers** - "Very enjoyable visit thanks to my clerk."

**Teresa Steadman** - "Very helpful."

**Jennifer Rowe and Kristy Marx** - "Extremely helpful and accommodating."

## **IRMO-BALLENTINE DMV**

**Russell Lentz** - "Very helpful, very informative, very good."

## **LADSON DMV**

**Letter to the Editor of the Post and Courier** - "I think the Ladson office set the world's record for speed and efficiency... Let's give credit to people like **Sheila (Lucas)** and **Mary Sue (Ward)** and support them when they try to make the system work better."

**General Office** - "The best office and nice people."

**Mary Farmer** - "Very pleasant...the best ever."

**General Office** - "Great job! You're the best!"

## **LEXINGTON DMV**

**Susan Miramontes** - "Very helpful...went the extra mile."

## **MONCK'S CORNER DMV**

**Sandy Mullinax** - "Very knowledgeable and did more than what was expected of her."

**Joyce Wright** - "Friendly, helpful and good attitudes."

## **MYRTLE BEACH DMV**

**Dana Reynolds** - "Very helpful."

**Chris Logan** - "First time a good experience at DMV...very helpful."

**Susan Hanneman** - "Very helpful and informative."

## **NORTH AUGUSTA DMV**

**General Office** - "Staff was business-like and professional."

## **PROCEDURES AND COMPLIANCE ADMINISTRATION**

**Ursula Adams** - "You have been of great assistance to the U.S. Marshall Service...thank you for your continued assistance, support and cooperation."

## **RIDGELAND DMV**

**Karen Dunbar** - A perfect comment card score.

## **ROCK HILL DMV**

**General Office** - "I thought the time and atmosphere was very good and efficient personnel"

attended to my needs.”

**Mae Hackney** - “Extremely courteous... pleasure to work with.”

**Mae Hackney** - “Very nice and professional.”

**Lynn Strait** - A perfect comment card score!

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

**Beth Parks**

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