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Subject: Kudos Count!

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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."

## **MONCKS 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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