



# County of Ottawa

## Press Release



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For Immediate Release

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**Suggested Post:** [@miOttawa](#) County's Deputy Rachel McDuffee selected as outstanding customer service award recipient. <http://bit.ly/cs-award>

### Ottawa County Honors Employee for Customer Service

Ottawa County extends its congratulations to Deputy Rachel McDuffee who was selected to receive the Outstanding Customer Service Award for the first quarter of 2015. McDuffee is a Road Patrol Deputy for the Ottawa County Sheriff's Office.

It's not often that a traffic officer receives accolades from a ticketed driver, but in Ottawa County, good customer service is practiced in every situation. This past winter, Deputy McDuffee stopped a vehicle for a vision obstruction. In this case, the windows of the car were covered with snow. Deputy McDuffee scraped all windows of the vehicle before letting the driver proceed. And, despite the citation, the driver was appreciative of the gesture. Meet Rachel McDuffee at <http://bit.ly/cs-award>.

"I want to thank Deputy Rachel McDuffee for her commitment to customer service in the community we serve," remarked Captain Valerie Weiss. "In law enforcement, we encounter some customers, like those being stopped for a traffic violation, who do not desire our services. McDuffee's actions demonstrate that kindness and respect are essential in any interaction."

Ottawa County employees are trained to present a friendly, professional demeanor treating customers with integrity and respect. The Outstanding Customer Service Award is presented quarterly to an Ottawa County employee who exemplifies this to both internal and external customers. Nominations for the award can come from both inside and outside the organization. Customers can nominate an Ottawa County employee for an Outstanding Customer Service award at [miOttawa.org](http://miOttawa.org).

"We want our customers to have positive experiences accessing Ottawa County services, and we want to know about it. Whether a customer is traversing the halls of a building or navigating paperwork, we are here to serve," commented Shannon Felgner, Communications Manager for Ottawa County. "We understand that pursuing any government service can feel intimidating."

Customer Service is one of the County's recently adopted Four C's along with Communication, Cultural Intelligence and Creativity. Access county services and learn more at [miOttawa.org](http://miOttawa.org), [facebook.com/miottawa](https://www.facebook.com/miottawa) or [@miOttawa](https://twitter.com/miOttawa) on twitter.

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Ottawa is the county of choice for living, working and playing. Over 1100 County of Ottawa employees work together and achieve this through their commitment to excellent, cost effective public services. For more information and services visit [miOttawa.org](http://miOttawa.org).