

Nominee Name: Kevin Keas
Nominator Name: Tracy Kelly
Date: 02/02/2017

In what way does the employee demonstrate Employee of the Month criteria?

Kevin has significantly impacted the customer service and response time of the facilities maintenance division in an overwhelmingly positive way. He provides complete 360° service. When a ticket is submitted, he makes contact, gets all the information needed to complete the task to what the customer really needs (not just what they put on the ticket). Let's face it, sometimes we are not as complete as we need to be when submitting maintenance requests. Kevin takes the time to get the information and get the job done right the first time. More importantly, he routinely follows up after the ticket is completed to make sure it was done to the department/person's satisfaction. I have great confidence that he will work to find the most workable, budget-conscious solution to an issue.