

“This team effort serves as a standard by which other customer service activities can be measured.”

—Award nomination

Administrative Support team honored for all the right moves

We all know that moving is stressful. Yet, the Administrative Support team at Western's Corporate Services Office not only moved all 320 employees recently, but also received honors for doing the job so efficiently.

Earlier this month, the Denver Federal Executive Board honored the Administrative Support team with its Excellence in Customer Service Award.

“We are totally honored that our peers nominated us, and that they held us in such high regard for the work we did,” said **Theresa Williams**, Administrative Support team manager.

“We are equally honored that the Administrator and senior managers had the confidence in us that we could take on this project. They really gave us the support we needed to succeed.”

The award nomination form noted that Administrative Support was critical in moving the CSO from day 1. In 1997, with the expiration of the CSO's long-term lease at its former Golden, Colo., location looming, the team developed a solicitation for a new landlord. The goal in acquiring new space was to minimize leasing costs, combine employees from four locations into one and ensure full use of the space to be occupied while providing a work environment in compliance with current safety codes. The team was also faced with a special deadline—ensuring Y2K compliance before the beginning of the new millennium.

Despite these challenges, the team accomplished the CSO move on time and within budget. Employees were packed and ready to move by late afternoon of their respective move dates and able to report to duty at the new location the following morning. Service from CSO to Western's 50 duty locations with more than 1,000 employees was not interrupted, and equipment was in place and tested long before Y2K fears proved unfounded. CSO employees voiced a high level of satisfaction with the move efforts.

“The successful accomplishment of this task is a fine example of team commitment and excellence in customer service and reflects well on the team and organization. This team effort serves as a standard by which other customer service activities can be measured,” noted the award nomination.

“Western employees are known for pitching in,” said Williams. “Everyone—not just our department—did their part. This honor really is a reflection on the whole organization.”

This is the 38th year DFEB has honored Federal agencies through its Excellence in Government Award Program. The theme for this year's program was “Public Service for a New Century.”



*Western's Corporate Services Office Administrative Support team was honored for outstanding customer service. Top row, from left: **Bob Hennessy, Omar Cobos, Roy Stewart and Tony Toliver.** Second row: **Theresa Williams, Sue Silva, Sandee Roth and Ann Nikolas.** Front row: **Greg Conn, Mary Carney and Tammy Attebery.***