

## Mission Statement

*The mission of the City of Fort Pierce is to provide community leadership, quality public service and a safe environment for all citizens, by an empowered team of employees motivated by pride in themselves and in their work.*



We accomplish this mission by providing quality service to all who enter, request services and information at City Hall. Please take a moment to complete this card so that we can serve you better.

### City Quality Report Card

Check one:

Telephone Contact

Personal Visit

Quality Report Card	Rating 1-10 (10=exceptional, 1=poor)
1. Employees - pleasant attitude, neat appearance	10 ✓
2. Service - efficient, timely, exceeded expectations	10 ✓
3. Establishment - clean, well-maintained	10 ✓
4. Empowerment - decisions made without hassle	10 ✓

If you would like to commend an employee for their exceptional service, please complete the following information and mail:

Employee Name: CAIETA & ALLISON MARTIN

Department: City Clerk Date: 5/18/2015

Your Name: Ms. Irene Lyons Phone: 772-791-5596

Describe in as much detail as possible the quality service you received:

Ms Scott, and Ms Martin demonstrated an excellent service their ability to provide and guide customers seeking help go beyond words my experience was great and because of them I was able to achieve my goal. They have excellent people skills, but moreover their concern for others is priceless.