



DEPARTMENT OF PUBLIC WORKS

AQUATIC SERVICES • ENGINEERING • FACILITIES • ROADS/BRIDGES • STORMWATER • TRAFFIC • WATERWAYS

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Commendation Memorandum

Date: May 11, 2022
To: Nicholas Babino, Contracts & Training Coordinator
From: Stephen Stack, Assistant Director of Public Works
Subject: Customer Commendation – Ms. Eder / Royal Highlands

Dear Nicholas,

Hernando County Department of Public Works received an email from Diane Eder thanking you for your work in the Royal Highlands. Ms. Eder was very happy with the work being done by the new company assigned to mow the area and was incredibly impressed with your communication skills while getting her issue fixed.

It is always an honor to express my sincere appreciation for a job well done, and I am additionally thankful when customers also recognize a staff member's efforts to fully understand the issue and placate it.

Thank you again for handling the situation professionally and for all your hard work, contributions, and efforts to assist our customers. A copy of this memorandum will be placed in your personnel file for future reference.

With sincere appreciation,

A handwritten signature in blue ink that reads "Stephen Stack".

Assistant Director
Hernando County Department of Public Works

Cc: Personnel File – HR
Scott Herring, Director of Public Works/County Engineer
Dan Wilson, Operations Coordinator