

From: [Scott Herring](#)
To: [Esther Ziatas](#)
Subject: FW: Shannan Lakis performs her job with perfection
Date: Tuesday, March 18, 2025 3:36:00 PM

Esther,
Please add this to our next agenda item for thanks.
Scott

J. Scott Herring, P.E.
Public Works Director/County Engineer
Hernando County Florida

From: Scott Herring
Sent: Tuesday, March 18, 2025 3:35 PM
To: Shannan Lakis <SLakis@co.hernando.fl.us>
Cc: Lillian Hoyt <LHoyt@co.hernando.fl.us>; Toni Brady <tbrady@co.hernando.fl.us>; Jeffrey Rogers <JRogers@co.hernando.fl.us>; Danielle Archuleta <DArchuleta@co.hernando.fl.us>
Subject: FW: Shannan Lakis performs her job with perfection

Shannan,
Well Done! We are thankful for having employees like yourself as part of the Public Works Team.
Once Again! Well Done!
Scott Herring

J. Scott Herring, P.E.
Public Works Director/County Engineer
Hernando County Florida

From: Candy <candyclausell@verizon.net>
Sent: Friday, March 14, 2025 11:09 AM
To: Scott Herring <SHerring@co.hernando.fl.us>
Cc: Shannan Lakis <SLakis@co.hernando.fl.us>
Subject: Shannan Lakis performs her job with perfection

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Dear Mr Scott Herring,
This morning I called Shannan Lakis for proof of my payment for the 2020 Marsh Wren Ave paving work.

This week I sold a piece of land that I've owned since 1978.

Therefore, I needed the proof of the paving expense so my accountant can calculate what I need to pay the IRS for capital gains.

I am 74 years old. In my long life I have had many experiences with customer service personnel.

I am writing to acknowledge the dedication, commitment, knowledge of your systems and professionalism that Shannan exemplified while satisfying my need 100%. Her positive attitude and willingness to help me obtain documents was so impressive. Her work effort and ease of meeting my needs started my day off with a smile.

It is obvious she treats all people equally with respect and dedication to getting the job done.

Thank you Shannan. You are the best of the best.

Sincerely,

Candice Clausell

cell 201-424-3820