Date: Thursday, January 28, 2021  
Time: 10:00am (Actual Start time 10:05am)  
Location: Virtual Zoom Ceremony

🡪[SHARE SCREEN]- SLIDE 1-COUNTDOWN 🡨

**Welcoming Remarks – Madame Chairwoman**

Good morning everyone. We’d like to get started and ask that everyone remain on mute during the presentation so we don’t get any audio feedback. Also, we’d like everyone to know that this ceremony will be recorded.

Please start the recording.

**\*\*\*\*\*START RECORDING\*\*\*\*\*\***

With that being said, welcome everyone to our Virtual Service Excellence Award ceremony.

I’m Margaret Hill and the rest of my team Jessica Berthod, John Duda Jr., Noemi Perry and Heather Resto would all like to thank the supervisors, senior management and the Commissioner for supporting your employees who diligently go above and beyond every day. Especially through all the obstacles that 2020 brought. Thank you! We have with us today, employee’s that have been recognized by both taxpayers and peers through employee kudos and through being nominated for the Service Excellence Award.

🡪[SHARE SCREEN]- SLIDE 2 🡨

We will first be recognizing the employee’s that have received ‘employee kudos’ which just as some background, generally come from taxpayers sharing their personal experience with individuals within DRS. Then we will be going into our Service Excellence Award nominations and announce the winner.

**Employee Kudos Presentation**

🡪[SHARE SCREEN]- SLIDE 3 🡨

So I’d like to give a shout out and congratulate the following employees who received employee kudos. As I read the names, you’ll see on the screen the compliments that they received. If you want to read the compliments in their entirety, you can visit the Service Excellence Award Homepage on the DRS intranet and click on the blue button at the bottom that says Employee Kudos.

🡪[SHARE SCREEN]- SLIDE 4 🡨

Mary Angela Almquist---Jay Anderson----Jill Canty----and Nicole Flynn

🡪[SHARE SCREEN]- SLIDE 5 🡨

Gayle Foster---Margo Harris ---and Jahmal Gibson-Lindsay

🡪[SHARE SCREEN]- SLIDE 6 🡨

Jacob Kybery----Madonna Kilpatrick---- and Sean O’Connor

🡪[SHARE SCREEN]- SLIDE 7 🡨

Steve Opalenik---Marcia Silva ----Jacob Kybery and Jeffrey Owiredu-Yeboah

🡪[SHARE SCREEN]- SLIDE 8 🡨

And finally, Heather Stender----Alicia Whilby-Babula----Kathryn Zandri----and the entire Operations Collections Unit.

Thank you for all that you guys do. You each will have a Kudos certificate coming to you. I would also ask that all of you remain on this call after the ceremony is over to take a zoom group picture with the Commissioner.

Now, I will turn it over to Commissioner Boughton for the Service Excellence Award presentation.

**Service Excellence Award Presentation – Commissioner Mark Boughton**

🡪[SHARE SCREEN]- SLIDE 9 🡨

Thank you all for coming, I’m Commissioner Mark Boughton. The Service Excellence Award is designed to recognize those employees who regularly go above and beyond their required duties. Today I have the privilege of honoring 15 very phenomenal employees who were nominated by their peers who see how incredible they are day to day; Ana Box, Pamela Calachan, Ryan Cook, Rheanna Dazy, Peter Gacek, Louis Garcia, Randy Hariprasad, Rodney Jones, Clayton Kirsch, Laura Niski, Laura Odermatt, Lisa Polzella, Heather Merson, Karen Ladstatter & Heike Main. I would like to share a little of what was said about each of them:

🡪[SHARE SCREEN]- SLIDE 10 🡨

Ana Box is a Revenue Agent in Collections.

* Ana is a dedicated and industrious worker and is willing to train new employees and share her institutional knowledge.
* Ana has a heavy caseload and manages still to assist her coworkers when needed.

🡪[SHARE SCREEN]- SLIDE 11 🡨

Pamela Calachan is a Revenue Services Tax Supervisor in the Operations Lien/Bankruptcy Unit and was nominated by Kathleen Perrelli.

* Pam is by far, the hardest most dedicated supervisor that I have ever worked for.
* Pam cares about her job and employees and is always sharing her knowledge with us and inviting us to share ours.

🡪[SHARE SCREEN]- SLIDE 12 🡨

Ryan Cook is a Revenue Examiner in the Audit Division BETA Unit and was nominated by Tammy Millan.

* Ryan is always professional, courteous, and easy going, which makes him not only a very likeable person by those who know him, but also a very easy person to work with.
* While working on CTax, Ryan always listened to the questions he would get from employees or supervisors/managers in the audit division, and would always work with FAST to find the most efficient and effective solution to the problem.

🡪[SHARE SCREEN]- SLIDE 13 🡨

Rheanna Dazy is a Revenue Examiner in the Sales Tax Audit, Norwich Regional Office.

* Rheanna is the "go to" person in the office.
* Rheanna is always available to help individuals or the office.

Heather Merson is a Revenue Examiner in the Sales Tax Audit, Norwich Regional Office.

* Heather is a great mentor and Ctax expert
* Heather is always available to help the office or individuals.

Karen Ladstatter is a Revenue Examiner in the Sales Tax Audit, Norwich Regional Office.

* Karen is our retail expert and is always available.
* Karen is a frequent volunteer for special projects.

Heike Main is a Revenue Examiner in the Sales Tax Audit, Norwich Regional Office.

* Heike is always available and is our cash business expert.
* Heike is also a frequent volunteer for special projects.

🡪[SHARE SCREEN]- SLIDE 14 🡨

Peter Gacek is a Revenue Services Tax Supervisor in the Audit Division ITA Unit and was nominated by John Biello.

* Pete takes the initiative to resolve taxpayer issues in a professional manner.
* Pete exemplifies leadership and problem solving skills. He engages with his staff continuously and challenges them to perform at a high level.

🡪[SHARE SCREEN]- SLIDE 15 🡨

Louis Garcia is a Tax Corrections Examiner in the Operations Division.

* Louis goes above and beyond by solving taxpayer questions on every call.
* Louis is innovative and a creative thinker who is adaptable, flexible and a team player.

🡪[SHARE SCREEN]- SLIDE 16 🡨

Randy Hariprasad is a Tax Corrections Examiner in the Electronic Commerce Unit and was nominated by Kathryn Zandri.

* Randy is consistently pleasant and helpful at all times and is a calming presence when the ship seems to be sinking; he is our ECU lifesaver!
* Randy will take a taxpayer’s name and number if he doesn’t have the answer and call the taxpayer back once he finds a solution.

🡪[SHARE SCREEN]- SLIDE 17 🡨

Rodney Jones is a Revenue Agent in Operations Collection/AR Management and was nominated by Naciki Reid.

* Mr. Jones has a wealth of knowledge in which he is not shy about sharing and is an excellent trainer, wonderful co-worker and impactful friend.
* Mr. Jones exemplifies high qualify production and reliability on a day to day basis.

🡪[SHARE SCREEN]- SLIDE 18 🡨

Clayton Kirsch is a Revenue Services Tax Supervisor in Audit and Compliance and was nominated by Jeffrey Vuocolo.

* Clayton is highly detailed, organized and grinds through work like a hot knife to butter.
* Clayton never complains about additional work or the many daily verbal questions or emails that must be answered by office staff, internal staff or taxpayers. He remains calm, composed and professional.

🡪[SHARE SCREEN]- SLIDE 19 🡨

Laura Niski is a Revenue Services Tax Supervisor in the Operations Collections Division and was nominated by SueAnn Carver.

* Laura continued to report to the office on a regular basis during the COVID 19 pandemic even though her agents were at home. She constantly follows up and asks how we are doing in weekly MS Team meetings.
* Laura is a hard worker and can be trusted to get a job done well.

🡪[SHARE SCREEN]- SLIDE 20 🡨

Laura Odermatt is a Tax Operations Unit Supervisor in the Operations Division.

* Laura does not ‘pass the buck’ when there is an issue, she gets to the bottom of the problem and helps the use come to full resolution.
* The examiners who work for Laura feel she is very approachable and reach out to her daily for assistance with cases, as do other staff throughout the agency because she has an outstanding reputation as a person who gets things done.

🡪[SHARE SCREEN]- SLIDE 21 🡨

Lisa Polzella is a Tax Corrections Principal Examiner the Operations Division.

* Lisa was a CTax trainer and now continues to add value at DRS by being more involved in future CTax rollouts.
* Lisa is very organized, on time and sees issues before others do and takes the initiative to help to resolve the issues.

**With that being said, I’d like to announce the winner of the Service Excellence Award…**

🡪[SHARE SCREEN]- SLIDE 22…pause for drama effect…. then SLIDE 23 🡨

**(SEA Winner)- Has the opportunity to share**

**Closing Remarks – Madame Chairwoman**

Thank you all for coming. And again, congratulations to our Services Excellence Award winners and the employee kudos recipients for your hard work. I’d like to ask the Commissioner, our SEA winners and our Kudos recipients to stay on after everyone leaves so we can get a couple zoom group pictures.

Thank you all for supporting us through our Virtual Service Award Ceremony. Enjoy the rest of your afternoon.

**\*\*\*\*\*STOP RECORDING\*\*\*\*\*\***

Take screenshots of Kudos Recipients w/ Commissioner

Take screenshots of SEA Winners w/ Commissioner

**Background on the Service Excellence Award (SEA) for Commissioner Boughton:**

The Service Excellence Award (SEA) is designed to recognize employees who regularly go above and beyond their required duties through exceptional and extraordinary accomplishments. The SEA is awarded every 6 months (January-June & July-December). All nominators & nominees are invited to the ceremony to celebrate the nominees. There will be one nominee who wins the award.

Pre-pandemic: After, refreshments are provided and there is time for people to socialize/congratulate the nominees/recipients of the employee kudos.