

# SHOW ME EXPERIENCE SPOTLIGHTS

STORIES OF EXCEPTIONAL MISSOURI CITY CUSTOMER SERVICE

## Professionalism in Action

DECEMBER 21, 2017

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BE PROUD

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BE WELCOMING

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**BE  
PROFESSIONAL**

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BE PROACTIVE

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BE RESPONSIVE

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BE KNOWLEDGEABLE

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BE A TEAM PLAYER

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BE APPRECIATIVE

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You may wear  
a suit, a uniform, or a t-shirt...

You might work indoors  
or spend your day outside...

Perhaps you answer a phone  
or you might answer a call  
for help...



To BE PROFESSIONAL means something different to each of our roles. Yet, there are some traits which are universal and which we might all aspire to embody.

Officer Daniel Monroy, has been recognized by a colleague for his professionalism and courtesy during a recent citizen interaction.

"Officer Monroy exudes a high level of professionalism as he interacts with the community. I recently witnessed this as he assisted a citizen in a domestic abuse situation. Officer Monroy patiently listened to the citizen, helped her develop a safety plan, and demonstrated great diplomacy in facilitating her escape from her abuser. Officer Monroy has a genuine concern for the citizens of Missouri City and exemplifies professionalism as he makes the city a better place to live, work, and play." - *Dua Quraishi*

Thank you, Officer Monroy, for your service to our citizens every day, and for the way that you exemplified our customer service principle to BE PROFESSIONAL in this particular interaction.