

Bianka Hendren

Mayor, City of Troy Ethan Baker  
500 W. Big Beaver  
Troy, MI 48084

August 22, 2024

Dear Mayor Baker:

We recently purchased a home in Troy and on August 20<sup>th</sup> I went in to conduct some business with your Assessor's Office. Tracy Bagley, Troy's Account Clerk II assisted me with several forms that I needed to complete and I just wanted to commend her for going above and beyond the call of duty to be helpful. I have been under tremendous stress with moving and tending to a sick and grumpy husband and I could not have paid someone to be as helpful as she was to me on that day. This complete stranger was literally a ray of sunshine during the dark day I was having.

Her job title includes customer service. Now-a-days our world totally lacks customer service skills whether it be arguing over the phone with a robot or rudeness in person so working with her was like a breath of fresh air starting with the phone message, phone conversation and in person.

As consumers we have all experienced the good bad and the ugly in the world of customer service and in today's society the norm has pretty much become the ugly. It's rare and unusual to have an employee who is so helpful and polite that I just wanted to take my time to let you know how much I appreciated everything about her to include her cheery personality and empathy. The thing is that her wage remains the same whether she is pleasant or not.

Having retired from land-lording after owning several rental properties over the past thirty-some years I have had a lot of experience with city government as well as having a husband who retired from a neighboring city. Being a landlord was difficult enough but interacting with some of the city people exacerbated the stress so I know what it's like to deal with city government. If only I could clone Tracy!

Hopefully you have a program that gives residents an opportunity to nominate employees of the year who deserve to be acknowledged and I would be proud to nominate her as a deserving recipient of that award. If I were able I would make a motion to give her a raise, lol. It's the little things in life that make an impact on others and I just wanted you to know how awesome she was.

We are quick to go out of our way to complain when we have bad service so I just wanted to go out of my way to acknowledge her awesome people skills through this communication. Thank you for your time.

Best Regards,



Bianka E. Hendren

cc: City Manager, Bob Bruner