

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Kaleb B. Manuel
First Name Middle Initial Last Name

Honoree's Job Title: **Tech I**

Department: [Development Services](#)

Years of Service with the County: **4 months**

Why the Honoree is receiving a GEM Award including dates:

Kaleb has been with the department for a very short time, but in that short time he has managed to become a very valued and valuable employee. Kaleb has taken it upon himself to learn all that he can about the department and those other departments with which we closely work so that he can better serve our customers.

We have been very impressed with Kaleb's performance since he started and I have received multiple compliments from coworkers in Development Services, Engineering and the Fire Marshal's Office as well several from customers.

On March 24th, we received an email from a customer that summed up what we have experienced for the last 4 months. Some excerpts from the email "Bottom-line, ...Kaleb is AWESOME! ...Kaleb provided a document to me and to that end, met the criteria needed by the underwriter for my house insurance. He recognized my "emergency" (underwriter cut my replacement cost on the house by half based on their bad data and changed the policy immediately) and I think he appreciated my dilemma. ...I am a public servant as well and it has been my experience, we receive more complaints than kudos from the public. What this shows me is that you hire people with a strong work ethic, overall like what they do, and vigilant in ensuring morale stays at the optimum level. ..I also humbly request that Kaleb be recognized in a public forum..."

Clarence Dangkatty
Signature of Elected Official

Signature of Elected Official
Or Department Head

Printed Name

Printed Name