

Collin County  
**Going the Extra Mile (GEM) Recognition Form**

Honoree's Name: Cynthia Robinson  
First Name Middle Initial Last Name

Honoree's Job Title: Title Specialist

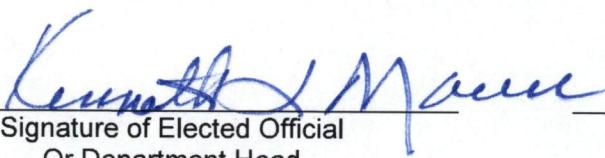
Department: Tax Office - Motor Vehicle

Years of Service with the County: 6 years 5 months

Why the Honoree is receiving a GEM Award including dates:

Cindy is the definition of great customer service. We routinely receive taxpayer feedback letting us know how helpful Cindy has been. Specifically, we received letter/emails from taxpayers on 3/24/22, 5/16/22, and 5/28/22 thanking us for having a great employee. One made the following comment "She went above and beyond to help me with a situation on a title," and another said "Cindy went above excellence in helping me," and "I really appreciated the extra effort she took to resolve my issue." Whether Cindy is assisting taxpayers over the phone or in person she is always willing to go the extra mile!

Approved by elected official or department head on the 7th day of June, 20 22

  
Signature of Elected Official  
Or Department Head

Kenneth L. Maun  
Printed Name