

# Quarterly MVPs

April-June 2025

The Service Excellence Team voted on the 8 MVPs submitted and the following Employee received the highest votes.



# Quarterly MVPs

April-June 2025

- **Deborah Sholl- Hendersonville Engineering Department**
- When the City's usual interpretation service provider was unavailable for the Patton Pool/Whitmire Center input meeting, Deborah Sholl volunteered to attend and interpret for any attendees who preferred to provide their input in Spanish. Her willingness to share her skills to lower participation barriers embodies the City's focus on providing great customer service to all community members.



# Quarterly MVPs

July - September 2025

The Service Excellence Team voted on the 14 MVPs submitted and the following Employee received the highest votes.



# Quarterly MVPs

- July - September 2025
- **Kyle Nix- Hendersonville Police Department**
- On the night of July 14th, 2025, Officers were dispatched to a health and welfare check regarding a female and two small juveniles sleeping in front of a business. Officer Nix contacted multiple shelters and exhausted all available resources attempting to help this family who found themselves in a crisis. Officer Nix made the decision to pay for a hotel room for the family out of his own pocket and made sure they had food, diapers and hygiene essentials.



# Quarterly MVPs

October - December 2025

The Service Excellence Team voted on the 5 MVPs submitted and the following Employee received the highest votes.



# Quarterly MVPs

- October- December 2025
- **Tracy Fletcher – Water Department**
- **Chad Kinman- Water Department**

The water department received a citizen call to compliment Tracy Fletcher and Chad Kinman for assisting him resolve a water quality concern at his residence. Tracy and Chad were both very professional and prompt in their assessment and response to his issue. Now the water customer states his water is "back to perfect".





Congratulations

Kyle Nix

Annual MVP

2025