



LANCASTER COUNTY TREASURER
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February 17, 2015

Andy Stebbing
Lancaster County Treasurer

RE: 2014 Employee of the Year Nomination

It is with pride we submit for your consideration Motor Vehicle Clerk Duc Nguyen for the Lancaster County Treasurer's Office Employee of the Year. Duc Nguyen began his career with our office in 2012 as a part time employee and quickly learned the detail of titling and registrations. His work was so well reviewed by his supervisors, that Duc completed the hiring process to become a full time employee with Motor Vehicles. He has been a steady and hardworking member of our office who always brings his contagious smile.

Duc, who speaks fluent Vietnamese, has graciously assisted those who have legal and technical issues of motor vehicle taxes and titling that are best understood in their primary language. As we watch the clerks process customer transactions at the windows, as well as greet and assist customers in the lobby; it is gratifying to send a customer to Duc for translation assistance, or to watch the customer scan the faces of the clerks at the windows; to see the stressed look leave their face when they see Duc at a window to help. Duc greets them with a smile and a primary language welcome that clearly places the customer at ease.

His kind demeanor, polite tone and true compassion toward a customer needing special assistance we believe sets an exemplary example to the other clerks that the barriers to understanding difficult issues are not always related to language. True customer service provides the attention that each specific customer needs to complete their transaction. Duc provides a service of compassion, simply because it is right and caring thing to do. Duc's caring service is a credit to our office, Lancaster County and each of us as public servants.

We applaud his above and beyond customer service, professional manner and caring for the needs of our citizens and his coworkers. For these reasons and more, we nominate for your consideration Motor Vehicle Clerk Duc Nguyen for the 2014 Motor Vehicle Division Employee of the Year

Sincerely,

Candace Meredith, Manager
Real Estate Division

Donald K. Arp, Manager
Motor Vehicles division