



Bainbridge College Customer Service Award

Brenda Akins BC's 2nd Honoree



*Bainbridge College
President Tom Wilkerson
congratulates Customer
Service Award recipient
Brenda Akins of the Arts
and Sciences Division.*

Brenda Akins, secretary in the Arts and Sciences Division, earned the Customer Service Award for October, 2009, the second recipient honored by the BC Customer Service Committee. Dr. David Pollock was the first recipient.

In a brief ceremony Nov. 12 in the Arts and Sciences Lobby, President Tom Wilkerson presented Ms. Akins a certificate and an "Above and Beyond" lapel pin. "Thank you for inspiring us all with your outstanding service to our college," he said.

Ms. Akins, a BC alumna who majored in business and office technology, serves as senior secretary for transfer faculty offices; she has been with BC since 2004. She was recognized for being courteous, helpful, accessible, responsive and knowledgeable, "a person who goes 'Above and Beyond,' as her lapel pin states," said Dr. Tonya Strickland, Customer Service Committee chair.

The nominations for Ms. Akins described the many ways she works to help faculty, students, and staff with special projects and excellent support — and always with a smile.

"Brenda is truly a shining star of customer service," said Dr. Strickland, who chairs the Arts and Sciences and the Learning Support divisions.