

Sue Petrovic

It's unfortunate that far too often common courtesy is not all that common.

What does it cost, really, to smile, provide a friendly greeting and actually listen to what someone has to say?

If you aren't sure, spend some time near the main entrance of our administration building and watch Sue Petrovic in action.

She smiles, she chats, she listens and she extends to everyone an exceptional level of kindness. What's notable is that she spends nothing more than some time and energy, while the visitor is often much richer for the experience.

A receptionist is part air traffic controller, part bouncer, part linguist, part psychologist.

Sue is, however, more than just the sum of those parts.

She's a real person, who is genuinely concerned about the people she meets, greets and speaks to on the phone.

If you're at the office for a workshop or a meeting, she'll make sure, in detail, that you know where you have to go. If it's a job interview, she does her best to make the first impression a positive one and has often been heard to say, "relax, and just do the best that you can do" and of course, wishes them the best of luck....and never as a platitude, she really means it.

Regularly, there are guests in the lobby or callers with a difficult problem that they want resolved. Of course, Sue's job is not necessarily to do that. She'll ask questions to clarify the issue and determine who is best suited to address it.

It is usually then, that she demonstrates her professionalism and consideration for the office staff. Before transferring a call, or referring a visitor, she'll contact the person or their administrative assistant and give a detailed explanation. No one is ever caught by surprise or unprepared when Sue is on the job.

As well everyone in the office is always incredibly appreciative when Sue brings in large boxes of spinach pies. And she goes out of her way to make sure we all get our share.

But if you go to get one (or two) be prepared to engage in a conversation, which may continue as you go up or down the stairs and back to your office.

Sue Petrovic is not just a receptionist or a secretary; she is a front line Ambassador of Outstanding Service.



Greater Essex County District School Board

Outstanding Service Award, May 8, 2019