

My Turn

By Dennis Franks

May 31, 2013

Last week I wrote about the many long-time staff members who are retiring and when we return next fall, there will be new faces all around.

I'd like to ask you to think back to those "first days" in your life – high school, college, a new job – and recall if someone made it a little easier for you.



As the old saying goes, "No act of kindness, no matter how small, is ever wasted."

Sometimes, we do something for someone and it means more to the recipient than we realize.

Sandy Price, who is retiring from Adult Education this year, illustrates that point with a letter of appreciation she wrote about department secretary Mary Newman.



"As a newcomer to PRCTC in 2006, I had a lot of questions and issues, especially with technology. You were always available and willing to explain and guide me in the right direction. ... You have helped in so many ways it is impossible to list them. ... You include everyone. ... You never let anyone feel like an outsider."

Sandy goes on to say that Mary's kindness and professionalism to everyone she encounters does not go unnoticed.

"I have heard numerous comments about how 'nice' you are and how helpful. You make our customers feel comfortable and less anxious; they each feel as if they know you."

Mary's actions are commendable, but so are Sandy's. She didn't have to write this letter. But often, kindness begets kindness.

Today marks the last day of the 2012-13 school year for many of you and my last column until August. As you enjoy your summer break, remember Sandy's comments about customer-service skills. Let's all work together to make the new staff, students and customers feel welcome and included.

It's been a great year. Enjoy your much deserved break and I'll see you in August.

