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Committee	Item	No.		
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COMMITTEE/BOARD OF SUPERVISORS

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OTHER	(Use back side if additional space						
Completed Completed	··· J ·· <u></u>	Date_June 10, 2010 Date					

An asterisked item represents the cover sheet to a document that exceeds 25 pages. The complete document is in the file.

[Mitzi Perino Day.]

Resolution honoring Mitzi Perino for her many years of work with the San Francisco Department of Building Inspection and proclaiming June 25, 2010 as Mitzi Perino Day in San Francisco.

WHEREAS, Mitzi Perino has been with the City and County of San Francisco since 1997, transferring in 2004 to the Department of Building Inspection (DBI); and

WHEREAS, During her employment with DBI, Mitzi was assigned to the former Customer Services Division, now Support Services, and is the only division staff member to rotate among all three sections — the Public Information Counter, 3R Reports, and Records Management; and

WHEREAS, Mitzi performed each and every task with professionalism, grace, and a smile, even when assigned to the challenging Public Information Counter, and quickly became renowned as the "Mother of Customer Service"; and

WHEREAS, Mitzi is always prepared, detail-oriented, thorough, and willing to ensure only the best service for customers and staff. When she assisted customers, they often walked out with more information and better prepared than they ever imagined possible; and

WHEREAS, One of Mitzi's strongest attributes is her organizational ability. When working in the 3R section, no one questioned her work, nor her green or purple-inked notes because these were always thorough and precise. She trained new staff in the 3R process and became the key person in drafting and editing the operational manual – and her constructive criticism was always welcomed because she always had a solution to the most challenging issues; and

WHEREAS, Mitzi's skills transferred with her to Records Management, where she did permit research, politely asked other divisions for documents, found that new construction

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plan was filed under another address, and updated the Weekly Report – making sure that nothing was missing before issues were reported to management. If items were missing, she would remind her co-workers pleasantly to never forget again, with a smile; and

WHEREAS, Because of Mitzi's impressive thoroughness, she was often volunteered to proof-read tedious, long reports, and operational manuals because everyone knew mistakes would not be missed by Mitzi's eagle eyes; and,

WHEREAS, DBI staff knows that you can always count on Mitzi at meetings for keeping an honest and positive attitude, and providing valuable feedback. While these meetings can sometimes be overwhelmed with criticism from other divisions and bad news, Mitzi always defends the Division and always reminds us how great we all are — and offers tips on how we can be even better; and

WHEREAS, Mitzi and her husband, Rich, have two children, Stephanie and Michael, and two grandchildren – Jack and Charlotte – who are their pride and joy – with Mitzi traveling sometimes to Denver and now Oregon to visit her family to spoil her grandchildren and children too. Mitzi is a very family-oriented person, one we can all learn from, and who enjoys getting together with her friends and a group of retired friends with whom she travels to destinations such as Zihuatanejo, Mexico, Italy and Lake Tahoe; and

WHEREAS, Mitzi also enjoys trying new restaurants, new recipes and sharing the good ones. Her lemon bars were voted "Best Dessert," at the DBI Dessert Cook-off and were always the best snack at the office; and

WHEREAS, Mitzi Perino is being honored by her professional DBI colleagues and friends on Tuesday, June 15, 2010, to express appreciation and gratitude for her many years of invaluable contributions to San Francisco public services; now, therefore, be it

RESOLVED, That the members of the Board of Supervisors of the City and County of San Francisco, do hereby proclaim Friday, June 25, 2010 as MITZI PERINO DAY, do convey

the City's sincere appreciation for her superb contributions to the San Francisco Department of Building Inspection, and do wish her a wonderful retirement in the years to come.

Carmen Chu
BOARD OF SUPERVISORS

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