



# City of Carlyle

Mayor: Judy Smith  
City Administrator: Andrew Brackett  
City Attorney: Joe Heiligenstein  
City Clerk: Rita Jurgensmeyer  
Treasurer: Chad Holthaus

**Aldermen:**  
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Tammy Peters  
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Donald R. Perez  
Ward Three: John Hodapp  
Jeff Taylor  
Ward Four: Michael Jansen  
Bruce Hilmes

October 19, 2021

Andy Brackett  
City Administrator, City of Carlyle  
850 Franklin Street  
Carlyle, Illinois 62231

RE: Letter of Recommendation for Dawn Mushill / Customer Service and Beyond

To Whom It May Concern:

Please accept this letter as a letter of my recommendation for Customer Service and Beyond. I am the current City Administrator for the City of Carlyle, Illinois and we recently sought Dawn's services for a supervisor/department head training which was conducted on 10/12/21. Working with Dawn has been very easy, and I am very happy with the training that we received.

I reached out to Dawn because I had remembered a training she provided to all employees of the City of Carlyle a few years prior to my becoming the City Administrator. I had specifically recalled the fact that there was so much engagement between her and the staff, which is typically very difficult to do. When I spoke to Dawn initially, she wanted to learn more about our scenario, what we wanted to accomplish from the training, and how we wanted to mold it to fit our situation. We have quite a few new supervisors and she put together a half-day program that dealt with training and idea generation/sharing regarding customer service, dealing with the public, problem solving, time management, communication, and much more. I was thrilled with the results of the program, and again, I was really impressed with her ability to get so much engagement from our group.

I highly recommend Dawn and Customer Service and Beyond if you are considering putting together a staff or elected official training. She has great ideas and does a fantastic job of getting engagement from your group, so you know you are getting the best results possible.

Sincerely,

Andy Brackett  
City of Carlyle