

## Greenfield District Calls ... Seymour District Delivers

False teeth have magnified the true cooperative spirit that INDOT exhibits when it comes to customer service.

The Greenfield and Seymour districts worked together recently to solve the disappearance of a customer's dentures at an INDOT rest area. On April 30, Greenfield Customer Service Representative Judi Hull received her most interesting call to date.

A Michigan truck driver had stopped at the I-74 Batesville Rest Area. After driving away, he realized that he left something behind in the men's room — his upper denture — that he believes fell out of his overalls pocket.

"He was a customer in need, and it was my pleasure to assist," said Hull. "I took down his information and then I called Seymour District Customer Service Assistant Sandy Pollert, as the Batesville Rest Area is not in our district. And Sandy was very quick to help."

Pollert immediately contacted the janitorial staff for the rest area.

"Fortunately, the cleaning crew from New Horizon found the man's upper denture on the floor and did not just sweep them up," Pollert said. "I learned that our facilities and grounds foreman, Joe Hamelman, was headed to Batesville, so he retrieved the upper denture and brought it back to me. Knowing that this is something that would be dearly missed, and expensive to replace, I carefully wrapped the upper denture in bubble wrap, placed it in a box and had it ready for the next day's mail."

Due to the quick and courteous action of Hull and Pollert, INDOT has a new grateful customer in our neighboring state to the north.

And, once again, INDOT has shown that there is nothing false about its district-to-district cooperation.



*Judi Hull takes a customer call at the Greenfield District Customer Service Center.*



*Sandy Pollert tapes the box containing the upper denture.*