



RANDY BORSI/staff photographer

Shirley Shottroff, Farmington Hills' Employee of the Year, works in the Department of Public Services.

By Joanne Maliszewski
staff writer

The wedding party members were ready to play their roles. The bride and groom were patiently waiting to take their vows.

The mayor, delayed in a meeting elsewhere, was late. Nervousness and a feeling of doom were taking over what was supposed to be a happy occasion.

But Shirley Shottroff, administrative secretary to Farmington Hills public services director Tom Biasell, came to the rescue. She made phone calls, tried to track down the mayor or a minister to substitute to get the young couple on their honeymoon.

Finally, she found the mayor and the ceremony was performed.

"She took the bull by the horns. The marriage was performed and everyone was happy. That's Shirley. That has nothing to do with her job. In fact, she was working late again. But she did everything she could to accommodate them," Biasell said.

For such dedication Shottroff, a 13-year employee, was awarded the city's top honor: the 1989-90 Em-

Top employee

Mayor's secretary always there when needed

'She has the ability to know — whether it's a fellow employee or resident — how they wish to be treated.'

— Ted Biasell
public services director

ployee of the Year at the 14th annual employee recognition awards night last week. The award winner is determined by nominations submitted by co-workers. Shottroff's co-workers have long rooted for her by nominating her the last three years as an outstanding employee.

IT'S A rare day when flowers — "from someone she's helped" — aren't brightening Shottroff's desk. It's rare when the candy dish in the public services office isn't filled to the brim, just to take the edge off as someone waits their turn to talk to Biasell or get their problem ironed out.

"She has the ability to know — whether it's a fellow employee or resident — how they wish to be treated," Biasell said.

There's not a soul in city hall who would argue that. Mail clerk Diane Scott describes Shottroff as someone who "would give you anything she has."

Her generosity seems to be well-known, whether she's giving her

time to help the Salvation Army pack food baskets at Christmas or volunteering to be a ghost — covered with gooey spaghetti and ketchup for frightening effect — in the annual Haunted Forest.

"This is a woman who can enjoy herself," said Iris Morgan, Farmington Hills Fire Department secretary. "She is willing to do this stuff no matter how bizarre it is."

PALS FOR years, Morgan said Shottroff is the kind of person you can't help wanting to emulate.

"She is what I would like to be if someone would describe a friend. She radiates so many of the qualities that I would hope to possess," Morgan said.

City hall insiders weren't surprised to see Shottroff have a few words of her own when she accepted her employee of the year award.

"From the bottom of my heart, I want to thank you for nominating me for this award. I want you to know you've given me pleasure each day of my life," she told fellow em-

ployees. Shottroff is the one you'll see long after city hall doors close at 4:30 p.m. She's often there long before the doors open at 8:30 a.m., providing breakfast for special early morning staff meetings.

"It gets pretty hectic and I can get pretty demanding. But she's always smiling," Biasell said.

Biasell is thankful she was in the secretarial position when he was promoted to public services director. Shottroff has a knack keeping everything in order and perspective with no complaints. "She was the one who showed me the ropes," Biasell added.

Shottroff is the type of person all employees notice when she's not there because she commands a presence that means friendliness and true kindness whether she's a best friend or not, Morgan said.

"She's kind and compassionate. She knows how to listen, talk to people and make them comfortable. She can make people feel important," Morgan said.

Her hard work, long hours and professional devotion are the characteristics immediately noticeable. But insiders always mention her sense of humor and knack for finding pleasure in even the most mundane of days.

Best of all, co-workers say, Shottroff can laugh the loudest at herself. The good-natured inside jokes are plentiful among the women that vacation together or fellow members of Shottroff's city hall bowling league.

The Farmington schools graphic department at Farmington High is hosting an open house this month to celebrate International Printing Week.

The open house, scheduled for Thursday, Jan. 18 from 9:30 a.m. to 5 p.m. and 6-8:30 p.m., will offer demonstrations, refreshments and prizes. The International Association of Printing House Craftsmen, the International Graphic Arts Education As-

sociation and Farmington High School are saluting all members of the graphic arts industry during the week of Jan. 14-20.

"Printing, a Lifetime Experience" has been chosen as the theme this year to point out the role graphic arts play in various facets of our lives, from textbooks to advertising.

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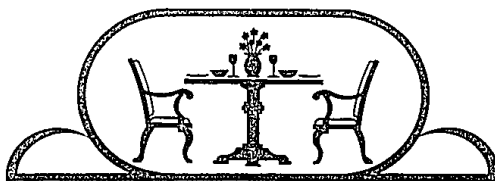
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