

# Bravo

Building lasting relationships through exceptional service

January 30, 2006

## Manager-to-Employee Bravo

MARY DORN, VANDA MENDONCA, DOUG TAYLOR

### Activities

I wanted to thank the three of you for keeping the dialer going and tolerating me over the past week. I have, and will continue to, ask difficult questions about how and why we operate the way we do. Questions are one of the most powerful ways to determine how to best proceed but sometimes they can be uncomfortable. You three have done a great job balancing this discomfort and the operations and I say BRAVO!

Bravo!

RON GILES

# Bravo

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February 28, 2006

Employee-to-Employee Bravo

DOUG TAYLOR

Resourceful

Doug...thanks for taking time out of your busy schedule to help me with the technical aspects of my electronic signature. It is really appreciated.  
Best regards, wendy

Bravo!

WENDY TITE



# Bravo

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March 27, 2006

Employee-to-Employee Bravo

MARY DORN, VANDA MENDONCA, DOUG TAYLOR

Knowledgeable

I just wanted to let you know as a team you did a great job presenting at the Managers Conference. The slides were nicely done and you all put a lot of effort into clearly presenting your new direction.

Congratulations on an excellent effort.

Bravo!

DIANE ALLAN

# Bravo

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April 03, 2006

## Manager-to-Employee Bravo

MONICA SINGH, MIRANDA SOUMAKO, ALLAN ROSHAN,  
HELENA FRANCISCO, DOUG TAYLOR, ERNEST RAZAL,  
KRISTIN MCKINNON, AVIS CRUICKSHANK, CARMINA  
RICHARDSON, IRINA LIM

## Activities

Congratulations Team on a wonderful display.

Your creativity, effort and enthusiasm was very much appreciated! Your display has certainly brought this contest to life!

Bravo!

MARIO BRUNO

# Bravo

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April 25, 2006

Manager-to-Employee Bravo

DOUG TAYLOR

Customer Service

Your handling of the Juan Besa file is greatly appreciated. You went above and beyond to provide excellent customer service - you are a shining example of the BMO "Our Way" attributes. Keep up the great work.

Bravo!

RICHARD CAMM



# Bravo

Building lasting relationships through exceptional service

May 01, 2006

Manager-to-Employee Bravo

DOUG TAYLOR

## Activities

Doug,  
Thank you for taking the time and implementing the new high balance recovery list in our build criteria. This action will better allow us to target higher balances which will increase our recoveries on dialer.

Bravo!

MARIO BRUNO

# Bravo

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May 03, 2006

## Manager-to-Employee Bravo

URSZULA ZAPERT, MONICA SINGH, DOUG TAYLOR,  
ERNEST RAZAL, FREDDY MATONDO, KRISTIN MCKINNON,  
AVIS CRUICKSHANK, CARMINA RICHARDSON, MAY  
GONZALES, PRUDENCE NTUTHA

## Customer Service

Congratulations team on your achievements Saturday April 29.  
We had no inbound abandons, for the first time since the call centre was  
opened.  
On an outbound basis, you completed over 1500 MasterCard accounts.  
Combined, simply a magnificent effort!  
Well done and BRAVO!

Bravo!

MARIO BRUNO

# Bravo

Building lasting relationships through exceptional service

July 06, 2006

Manager-to-Employee Bravo

DOUG TAYLOR

## Activities

Doug,  
Thanks for your ideas in improving the monthly metrics sheet.  
Your suggestions will make the report easier to follow and therefore more effective for all managers.  
Thanks!

Bravo!

MARIO BRUNO



# Bravo

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July 06, 2006

Manager-to-Employee Bravo

DOUG TAYLOR

People/Personal Attributes

Doug,  
Thank you for helping the staff during the recent call centre seating realignment. I'm sure they are happy that you moved their PCs and credenzas for them.  
Thanks!

Bravo!

MARIO BRUNO

# Bravo

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July 24, 2006

Manager-to-Employee Bravo

DOUG TAYLOR

## Activities

Doug,  
Thank you for assisting your peers and consolidating all the Optimizer feedback. You took the initiative to volunteer for this task and I'm sure the leadership team is appreciative of your efforts.

Bravo!

MARIO BRUNO



# Bravo

resourceful > knowledgeable > respectful > anticipatory > innovative > resourceful > knowledgeable > respectful > anticipatory > innovative > resourceful

August 04, 2006

Employee-to-Employee Bravo

DOUG TAYLOR

Anticipatory

Thank you for your guidance with my Bravo Point Allocation presentation. The tips you provided me, helped with setting up an Agenda and organizing the meeting. This led to a well conducted meeting from which many ideas were generated to better determine how Bravo points will be allocated for the new BMO fiscal year creating an environment of transparency and clarity.

Bravo!

SHANTY ROSHAN