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Pandemonium that nearly breaks out when the trick or treaters arrive at the Customer Service Call Center is quieted by the secret signal led by Director Gail Harvey in cahoots with Gateway Child Care Development Center Director Kimberly Tang.

Customer Service Annual Halloween Party Caps Traditional Parade of Goblins, Power Rangers and Cuddly Bears from the Gateway Child Care Development Center

- [Slide Show](#): First the parade in the lobby of Metro Headquarters, then the Call Center Party, where busy Customer Service agents get 15-minutes to hand out unbelievable amounts of candy.

By Gail M. Harvey
Special to myMetro.net

(Nov. 6, 2008) "The Pirates are coming! The Pirates are coming!" was the cry from Gail M. Harvey, Director, Customer Relations, during the Fourth Annual Halloween Party in the Customer Service Call Center, which was attended by some 40 costumed trick or treaters from the Gateway Child Care Development Center.

The special guests, for whom the annual bash is given, brought along their new director, Kimberly Tang, teachers, and some 20 parents.

The kids had more than 28 decorated cubicles to view before making their final decision and presenting the 1st, 2nd and 3rd place prizes to Regina Ramirez, Jorja Jones and the team of cubicle-mates Jessica Ortega and Vanessa Hernandez, respectively. This year a "consolation" prize was given to Jackie Exeart, whose cubicle best depicted the theme.



Best-decorated and scariest cubicles awards went to Regina Ramirez, at left, Jorja Jones, third from left, and cubicle mates Jessica Ortega and Vanessa Hernandez, at right, who teamed up to decorate their side-by-side stations. Communications Manager Alonzo Williams is second from left.

There was also a costume contest and the “impartial” judges were Bertha Bruner, Karen Kern and Ron Jue, who had a tough job of selecting the winners from 12 participants.

Debbie Coddington, who won this same category last year, was the most original in a pirate costume; the most creative/unique was won by Meryiel Massey in a ‘fully loaded’ customer information agent costume and the scariest was Millie Acosta as the grim reaper. Prizes were presented by Tom Horne to the winners.



Debbie Coddington, who won this same category last year, was the most original in a pirate costume; the most creative/unique was won by Meryiel Massey, at right, in a ‘fully loaded’ customer information agent costume and the scariest was Millie Acosta, center, as the grim reaper.

All staff participants were included in a raffle and the kids pulled names of 15 agents, who selected their “treat or treat” gifts. Then the Morale Committee led the kids around the Call Center to ensure they visited the cubicles of about 50 agents, who brought many different treats for them.

Additionally, Department staff made “100” special goodie bags for each child along with a soft ball toy. The remaining goodie bags and treats were taken to the Child Care Center to share with the little ones who

could not join us.

"We are the only department that gives 'this party' for the Metro Kids and they seem to really look forward to visiting us each year", said Gail Harvey. When Matt Raymond, Chief Communications, walked through the Call Center he was truly impressed with all the creative decorations that were displayed throughout.

Alonzo Williams, Communications Manager, said, "This year the Pirates of Metro theme really seemed to spark a lot of interest and more staff was involved and enthusiastic about making this a great experience for our Metro Kids."



Pirates of Metro! Halloween "theme" contest participants include, from left, customer service agents Natalie Walters, Catherine Prado, theme winner Virginia Sanchez and Frank Sahlem. The agents are joined by Alonzo Williams, center, and Customer Relations Director Gail M. Harvey, at right.

Department staff was totally surprised and overwhelmed when the kids "treated" us to a special song. Several parents, whose kids will not be at the Child Care Center next year, expressed their total appreciation for our efforts.

"The Halloween party keeps getting bigger and better each year and we truly enjoy the smiles from the little ones, their families and friends and we welcomed them back next year," Gail said.

The event was coordinated by the Morale Committee, which is comprised of Patricia Diaz, Jackie Exeart, Harriet Petitt, Virginia Sanchez, Steven Texado, Paula Grigsby, Alonzo Williams and Gail M. Harvey.