

Phelps and Schultz Receive Bank Awards of Excellence

Laura Phelps and Hailey Schultz have received The Stephenson National Bank & Trust (SNBT) Award of Excellence. Created in 1988, the award is given to two employees annually. Recipients are nominated by their co-workers for demonstrating excellence in customer service, reliability, responsiveness to customers' and bank employees' needs, superior job knowledge, professionalism, motivation, and productivity.



The first award, given to Laura Phelps, recognizes her excellent customer service and the welcoming atmosphere she provides for employees and customers. Phelps is the Customer Call Care Center Supervisor at SNBT's Marinette Office. She is responsible for ensuring that each customer is treated with respect and is provided immediate support.

Phelps resides in Menominee and has eighteen years of banking experience. She is known for going above and beyond for her customers while maintaining her professional and patient demeanor. She also has been actively volunteering for Relay for Life for fifteen years.

The second award was given to Hailey Schultz for being the true "go to" person at SNBT. Schultz is the Human Resources Assistant at the Marinette Office. She is responsible for assisting all SNBT employees with policies, procedures, and work-related issues.

Schultz received an Associate's Degree in Business Management and is currently working toward her Bachelor's Degree in Human Resources Management. She has eighteen years of banking experience. She is also involved in her community, including her participation in the Stephenson Area Public Schools Booster Club, Stephenson BPA fundraiser events, Business Professionals of America, and Gethsemane Lutheran Church.

