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November 8

Pine Knoll Shores  
Strategic Plan  
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## Town of PKS Public Services Director Recognized for Excellence Sonny Cunningham honored with Outrageous Customer Service Award

The Carteret County Chamber of Commerce has awarded Sonny Cunningham, Director of Public Services for the Town of Pine Knoll Shores, with the organization's Outrageous Customer Service Award. The award recognizes individuals in the community who consistently showcase excellent customer service and who go above and beyond to assist customers and colleagues.

In a nomination letter, Town Clerk Sarah Williams said, "Say his name to anyone in Pine Knoll Shores and you'll likely hear a story of how he has helped that person. I am recommending Mr. Sonny Cunningham for this award because there is truly no [other] person who demonstrates superior customer service both on and off the field, and I want him to know how appreciated he is. Pine Knoll Shores and its residents are lucky to have Sonny."

Sonny has worked for the Town of Pine Knoll Shores since 2008. As the Director of Public Services, he manages a team responsible for water meter reading procedures and yard waste pickup and scheduling. He also oversees and coordinates

special projects for the town, including a major stormwater project designed to ensure the safety of drinking water for Pine Knoll Shores residents. In the past decade, Sonny has streamlined water meter reading procedures, developed an effective early detection system for leaks and has assisted the town in implementing an effective utility software-billing program. He is best known for his positive attitude, his loyalty to Pine Knoll Shores and his quick response: "Just tell me what you need, and I'll take care of it."

Sonny accepted the Outrageous Customer Service Award on Tuesday, October 17, at a Chamber of Commerce banquet held at the Emerald Isle Beach and Pool Club.

Congratulations, Sonny, for this well-deserved award, and thank you for all you do for the residents of Pine Knoll Shores.



Pine Knoll Shores Public Services Director Sonny Cunningham, pictured here with wife Karen, displays his well-deserved Outrageous Customer Service Award.—Photo by Jenn Lotz Williams

### The Pine Knoll Shores Garden Club cordially invites you to the Lighting of the Blue Star Memorial

Thursday, November 9, 5 p.m.

(Rain date: November 10)

at the corner of  
Highway 58 and Pine Knoll Boulevard

Join us for the lighting and to honor  
those who defend our freedom  
—past present and future

Happy hour immediately following at town hall

Any donation for the upkeep and maintenance  
of the Blue Star Memorial will be greatly appreciated.

Standard  
Pre-Sort  
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Atlantic Beach, NC 28512

THE Shoreline

**1610 AM** **PINE KNOLL SHORES RADIO**

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