

CUSTOMER SERVICE WEEK 2026

GOING THE *EXTRA MILE*



October 19-22, 2026

Oct
19

EmployeeNet Message & Department Breakfast

Kick off Customer Service Week with a special message from our City Manager, Brooks Bennett, and a department hosted breakfast.

Oct
20

Service Excellence Award Ceremony

Join us as we celebrate City of Round Rock employees and teams nominated for the 2026 Service Excellence Award and recognize those who are Going the Extra Mile to provide exceptional service across the City.



10:30-11:30 a.m.

Council Chamber | City Hall

Planning to attend?
RSVP Here



Oct
21

Department Appreciation Day

Take a moment to recognize someone in your department who is going the extra mile. Send a thank you email or handwritten note to a coworker whose efforts, support, and service made a difference.

Oct
22

Employee Celebration & Luncheon



11:30-2:00 p.m.

Round Rock Sports Center

Planning to attend?
RSVP Here



Wrap up Customer Service Week with a fun-filled Employee Celebration & Luncheon! Join us for a field day-themed afternoon featuring games and activities, lunch, karaoke, music, ice cream, and plenty of time to relax and celebrate with coworkers. **Want to join in the field day games? Athletic shoes are required. Work boots will not be permitted for game participation.**