



Georgia Department of Driver Services

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Nathan Deal
Governor

Gregory C. Dozier
Commissioner

To Whom It May Concern:

I am delighted to nominate **Ms. Debbie Stowe** for the 2011 AAMVA Examiner of the Year Award. Debbie exhibits daily the strong, professional leadership and consistently high levels of customer service that this award recognizes. She sets extremely high performance standards for herself, and leads the way for her team members to attain outstanding performance.

As District 1 manager, Debbie has maintained consistently high service levels through the efforts of her managers and staff. The success of her team and achieving such high customer standards can be attributed to her strong leadership, employee training, employee reward and recognition and her ability to communicate the agency goals of improving customer service.

Ms. Stowe has had a long and distinguished career with the Department of Driver Services.

She is a fair and firm leader and earns respect for holding everyone accountable for their actions. She is quick to recognize good performance and to assist in any performance improvement opportunity. She is meticulous in all her administrative tasks and does an outstanding job of coaching and counseling. This has resulted in a very loyal and devoted team.

Debbie leads by example and never asks her employees to do anything she is unwilling to do herself. She talks about CDL certification. She gets actively and intimately involved in any project she is associated with, and in doing so, get team members excited and motivated. Her upbeat attitude is contagious, and she is apt to coax smiles from those around her. Whether receiving her straight-forward expectations, or her ample praises of appreciation, employees are richer for the time they spend with Debbie Stowe.

She is also a role model to her team. She readily offers to take on additional workloads to relieve burden from others. She gladly shares her experience, knowledge and professionalism with other managers throughout the state while a member of the Peer Review Development team. When service centers in south Georgia lost their District Manager, Debbie stepped up to fill the void. She worked diligently to assist with the hiring process this year, screening applications, conducting phone interviews, and traveling extensively to conduct face-to-face interviews with applicants. With no other incentive than to help out, she routinely take on additional administrative tasks or projects to assist the Field Coordinator. Debbie's dedication to task is exemplary, and she motivates others to achieve their own production goals.

Debbie's kind and selfless nature also influences areas outside the normal work environment. When tornados devastated northwest Georgia last spring, she immediately answered the call to help victims of these tragic circumstances. Working directly with Ray Higgins, she worked long hours at the Ringgold tornado disaster relief effort helping tornado victims with establishing identification requirements, whereby they could then obtain assistance from other relief agencies. Debbie is always eager to lend a hand where necessary and since this time the need was in her own backyard, she found this project particularly gratifying.

Another snapshot of Debbie Stowe's giving nature occurred at the Canton Customer Service Center where the manager was approached about facilitating a tour of the Customer Service Center by a special education class. When asked by the manager if would be alright, Debbie not only wholeheartedly endorsed the tour, but volunteered to step in and lead the group herself. She has also volunteered to coordinate another philanthropic task—the DDS Care donations for team members this holiday season. All these volunteer efforts add many hours onto an already full work week, yet she continues to work tirelessly, cheerfully and without complaint.

Ms. Stowe has blazed a trail for other to follow, and sets the bar very high indeed. It would be more than appropriated to publically recognize her stellar accomplishments in the presentation of this award. She would modestly deny that she has done anything deserving recognition, but her work ethic, devotion and professionalism should be emulated by all.

