



STATE OF NORTH CAROLINA  
DEPARTMENT OF TRANSPORTATION

BEVERLY EAVES PERDUE  
GOVERNOR

DIVISION OF MOTOR VEHICLES

EUGENE A. CONTI, JR.  
SECRETARY

December 05, 2011

Denise Hanchulak  
Program Director, Certification & Standards  
AAMVA  
4301 Wilson Boulevard, Suite 400  
Arlington, Virginia 22203

Dear Ms. Hanchulak:

The North Carolina Division of Motor Vehicles is honored to present Examiner Mary Alice Cherry as our nominee for the 2011 IDEC Examiner of the Year award. Mary is a long time State employee and was certified as a driver license examiner seven and a half years ago. Stationed at the South Fayetteville driver license office, Mary has proven to be a dedicated and loyal employee, recognized by her peers and supervisors alike as dependable and trustworthy. Her unshakable faith, compassion and willingness to help others have prompted co-workers – even co-workers from other offices - to seek her advice. This is evidenced by the fact that her peers have nominated her repeatedly for the State-wide DMV Employee of the Month and her ultimate selection to that honor. Mary's vast knowledge of office operations, policies, and procedures enable her to quickly assume the lead role in the absence of the senior examiner; she readily accepts new challenges.

Examiner Cherry is a true professional, handling sensitive customer issues with benevolence and respectfully interacting with customers and co-workers alike. Always mindful of the Division's ultimate mission to promote highway safety, Mary skillfully balances safety and customer service in a way that preserves the dignity of each person. Her deep moral disposition and "down-home" sense of humor appeal to everyone. Even the most sensitive and difficult customers are at ease with Mary.

Off duty, Mary is very involved in her church. She routinely visits the gym and participates in sports, particularly tennis. She strives to maintain physical, mental and spiritual health in order to always be at her best.

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ALL CORRESPONDENCE SUBMITTED TO:  
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1100 NEW BERN AVENUE  
RALEIGH NC

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As a model for public representation, Mary has been asked to be interviewed by local newspapers and television stations. Her excellent customer service and attitude are documented in local newspapers by those that have sat in front of her desk. She takes great pride in her uniform and appearance. She is a true example of the professional driver license examiner, not only in appearance, but in the integrity by which she performs every aspect of her daily routine.

I am grateful and proud to have Examiner Mary Cherry on my staff and feel she is most deserving of this recognition.

Sincerely,

A handwritten signature in cursive script that reads "Brenda M. Freeman". The signature is written in black ink and is positioned above the typed name and title.

Brenda M. Freeman, Director  
Driver Services Section  
North Carolina Division of Motor Vehicles

