

Ministry of Transportation
Program Development
& Evaluation Branch
Evaluation and Training Office
1201 Wilson Avenue,
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Downsview ON M3M 1J8

Ministère des Transports
Direction de l'élaboration et de
l'évaluation des programmes
Bureau des programmes relatifs à
l'immatriculation
1201, avenue Wilson,
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Downsview ON M3M 1J8



January 3, 2012

Denise Hanchulak
Program Director, Certifications & Standards
AAMVA Programs Division
4301 Wilson Blvd., Suite 400
Arlington, VA

Dear Ms. Hanchulak:

Please accept this nomination for Chris Denes, Driver Examiner, from the Metro East Drive Test Centre for the 2011 Driver Examiner of the Year.

Chris has been employed by Serco DES since its conception back in 2003. Chris has been an integral part of the Metro East team, as an experienced Driver Examiner, as well as an (Acting) Driver Examiner Supervisor. While his supervisor has only had the pleasure of working with Chris for just over four months, he is thoroughly impressed by Chris' work ethic and his attention to detail.

Chris has proven year-after-year that he can do his job with minimal supervision. He completes every task given to him with great attention to detail which is reflected in his consistently low error rate. His customer service skills enable him to always have very few complaints as well as, allow him to defuse any climactic situations that may arise at the Driver Exam Centre while assuming his acting position. Chris always manages to find a swift resolution to the majority of complaints and very rarely needs direction or mentoring due to his past supervisory experience.

Overall, Chris is the type of employee that every supervisor would like to have work for them. He is always willing to step up when needed and can always be counted on to provide and exceed the quality of work that is expected from an employee.

Please consider this nomination for Chris as Driver Examiner of the Year as he is very deserving of this distinction.

Sincerely,


Linda Jefferson-Kotack
Manager

