



Georgia Department of Driver Services

2206 East View Parkway • Conyers, Georgia 30013 • 678.413.8650

Nathan Deal
Governor

Robert G. Mikell
Commissioner

November 22, 2013

Denise Hanchulak
American Association of Motor Vehicle Administrators
4301 Wilson Blvd, Suite 400
Arlington, VA 22203

Dear Ms. Hanchulak,

The Georgia Department of Driver Services (DDS) is pleased to select Gwendolyn (Marie) Davis for 2013 IDEC Examiner of the Year. As a DDS driver examiner, she not only provides exceptional customer service, but Marie also exhibits strong leadership capability and serves as a role model to others. She demonstrates the DDS core values of "We C.A.R.E. - Communication, Accountability, Respect and Ethics" on a daily basis.

Marie is a team member at Georgia's highest volume Customer Service Center (Norcross) that serves over 226,237 customers annually. She consistently leads her team in most lobby management performance metrics. Marie has received internal recognition for serving over one hundred customers in a single day and has an average transaction time below six minutes. She works extremely hard while maintaining the highest positive, can-do attitude regardless of the situation or circumstance.

Customers notice that Marie takes pride in her duties, and coworkers appreciate that she is dependable and professional. She freely shares her expertise with her team. In addition, she brings a fresh and fun approach to everything she does -- which is appreciated by customers and team members alike.

Working diligently and professionally, Marie ensures that each customer feels valued while visiting the center. She is a problem-solver and often goes the extra mile to seek a resolution when obstacles occur. She solicits feedback to further improve her performance and knowledge of proper DDS procedures.

Marie is a selfless and dedicated employee who genuinely cares about customer service. She is a valuable DDS team member, and it is fitting that she receive this honor from AAMVA.

Sincerely,

Rob Mikell
Commissioner

www.dds.ga.gov

