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Driver and Vehicle Services

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November 15, 2013

Denise Hanchulak
Program Director
Programs Division
4301 Wilson Blvd., Suite 400
Arlington, VA 22203

Dear Ms. Hanchulak:

Minnesota's nominee for Examiner of the Year, Ron Sanvik, willingly accepts challenges and is dedicated to providing excellent customer service.

A 10-year employee, Ron is the first to arrive at his work station and prepares the office to open for business. He expertly administers knowledge tests and road tests, processes applications, and compiles reports. Ron adheres to Driver and Vehicle Services' goal of providing FAST service – Fair, Accurate, Secure, and Timely. He treats customers with respect and courtesy while ensuring that knowledgeable and competent drivers obtain driving privileges. He sets a wonderful example for others in that he is dependable and reliable and free of customer complaints.

Ron is an excellent reference for co-workers who have questions or concerns regarding road tests or exam procedures. He plays an important and valuable role in mentoring new examiners in his region, especially surrounding Commercial Driver License test administration. Further, he is able to step outside the exam station and share his knowledge with others as evidenced by his valuable participation on the Minnesota Test Maintenance Committee.

Ron is an excellent role model for all examiners and a true asset to the Minnesota Department of Public Safety. It would be fitting to also name him Minnesota's Examiner of the Year.

Sincerely,

A handwritten signature in cursive script that reads "Deb Carlson".

Deb Carlson
Driver Exam Program Manager

