



MEMORANDUM

TO: Denise Hanchulak, Program Director, Programs Division
FROM: Alabama Department of Public Safety, Driver License Division
DATE: November 25, 2014
SUBJECT: 2014 IDEC Examiner of the Year Nominations

The Alabama Department of Public Safety is pleased and proud to introduce our nominee for IDEC Examiner of the Year 2014, Krystinia Chapman. We would like to thank you for recognizing this examiner for her hard work and dedication to the Driver License Division. Attached is our submission letter which explains why Examiner Fuqua deserves this honor. If you have any questions, you can contact:

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Thank you again for this recognition.

Captain Guy Rush
Assistant Chief
Driver License Division
Alabama Department of Public Safety

Examiner Krystinia Chapman
Alabama Department of Public Safety, Driver License Division

The Alabama Department of Public Safety is pleased and proud to introduce our nominee for the IDEC Examiner of the Year 2014, Examiner Krystinia Chapman of the Birmingham Driver License Office, Region B.

Our nominee for Examiner of the Year has been a dedicated and responsible employee with the Alabama Department of Public Safety for 7 years. Examiner Krystinia Chapman projects a positive image and excels in dealing with others to make the Driver License Division a professional and customer service oriented organization. She has taught Sunday school at her church for 14 years and also volunteers as a tennis instructor, working with inner city kids.

TRUSTWORTHY: Examiner Chapman is a trustworthy and loyal dedicated employee. She works as a relief examiner for outlying offices due to the ability to work unsupervised. She has devoted numerous extra hours to ensure that customers are served respectfully by reporting to work early. Examiner Chapman always completes a given assignment or a task in a timely manner. She consistently displays high standards of professional conduct that always reflect favorably upon the Alabama Department of Public Safety.

LOYAL: Examiner Krystinia Chapman always takes pride in the job and exhibits exceptional loyalty to the department, supervisors, and to co-workers. She has performed a broad range of assignments above and beyond the normal job duties with a renewed sense of purpose that is committed to departmental goals. She is a constant reminder of the Department of Public Safety motto of "Courtesy, Service, and Protection." Examiner Chapman is one who can be called upon and relied upon to get the job done. A supervisor does not have to follow up on completion of assigned tasks.

HELPFUL: Examiner Chapman possesses extraordinary communications skills and can always ease customers' fears. She always takes the extra time needed for applicants that have special needs or require additional instructions for testing. Examiner Chapman's actions in the office help create harmony among co-workers. She shows great dedication to the department and the public alike. She often organizes "pot luck" lunches for the office which creates cohesion amongst co-workers.

COURTEOUS: Examiner Krystinia Chapman has a sincere conviction for getting the job done and treating everyone with dignity and respect. She listens to people; both the public and co-workers, making every person feel important. She can often change the attitude of a disgruntled applicant with a positive attitude and concerned response. Examiner Chapman never receives complaints about her attitude, but rather compliments about her job performance and mannerisms. She continually thinks of others during the course of her day creating a positive atmosphere for all those she comes in contact with. Examiner Chapman treats others like she would want to be treated and with the utmost respect.

KIND: Examiner Chapman is always kind and courteous to customers, excelling in kindness with those applicants needing service. She has a distinguished personality to calm down the most difficult customer who demands attention. She is indeed a pleasure to work around because of her high spirit.

OBEDIENT: Examiner Krystinia Chapman displays genuine interest in creating positive results for the department and in this office. She has always been receptive to supervisory guidance and follows directives accordingly. Examiner Chapman always takes the initiative to complete the job and does so with no supervision. She always

performs required tasks without question and always adheres to the rules and regulations set by the Department.

THRIFTY: Examiner Krystinia Chapman effectively organizes and arranges so that items in the office can easily be retrieved with little time or effort. She optimizes the use of all available resources to ensure the office operates efficiently. She is conscientious of the budget crisis and is constantly mindful of the resources entrusted to us.

BRAVE: Examiner Chapman works with minimal supervision and is confronted with daily challenges such as customers with valid warrants, inexperienced drivers, and sometimes irate applicants. She always checks the computer for outstanding warrants and acts on those warrants in a competent manner. Examiner Chapman shows bravery by keeping applicants calm and distracted while arrest warrants are verified and law enforcement notified.

CLEAN: Examiner Krystinia Chapman continuously exhibits organizational skills, cleanliness, and neatness in all facets of the office operation. She is meticulous in keeping their work area clean. She takes pride in the overall appearance of the office, keeping bulletin boards decorated for each season, often at her own expense. Examiner Chapman's uniform is always neat and clean and worn in a manner that creates a positive image for the department.

REVERENT: Examiner Chapman always speaks to others with respect and greets everyone with a smile. She understands and knows how to get along with supervisors, co-workers, and customers; therefore, she sets the example for other examiners to follow. Examiner Chapman's attitude creates a harmonious work environment for all that she comes in contact with.

