

December 1, 2014

Ms. Denise Hanchulak  
Program Director  
AAMVA Programs Division  
4401 Wilson Blvd., Suite 700  
Arlington, VA 22203

Dear Ms. Hanchulak:

I am pleased to recommend Jahangir Dadollahi-Sarab, for the 2014 AAMVA IDEC Examiner of the Year award.

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In support of this nomination for the driver examiner who delivers passenger (G1/G2) and motorcycle (M1/M2) driver licences, Mr. Alan J. Casey, Vice President of Operations, Serco Canada, had the following to say about Mr. Dadollahi-Sarab:

“Jahangir started in 2006 at the Downsview DriveTest Centre, and Serco was fortunate to have him transfer to the Aurora DriveTest team in 2011. Since then, Jahangir has been the ultimate team player, a model of consistency, and a true role model, coach and mentor. He loves taking on new responsibilities and is always willing to assist with projects.

“Jahangir is G1/G2/M1/M2 trained, cross-trained as a customer service agent and is currently completing his classified training. Jahangir has also taken on the challenge as acting driver examiner supervisor, when required, and has exuded examples of leadership, respect, and communication amongst his peers, management and customers.

“Jahangir is always willing to go above and beyond what is required of him as a driver examiner. If it is taking out extra road tests, handling complaints, coming in early to open the office, Jahangir truly goes the extra mile.

He has a very strong work ethic. He is always on time, rarely absent, highly productive, and is completely customer-service oriented. Amongst his fellow peers, he is viewed as respectful, encouraging, courteous and extremely knowledgeable. He is looked upon by fellow driver examiners for his leadership.”

As a further endorsement of this nomination, Jahangir has kept up with all the constant changes and will help lead the Serco team while it “Reinvents Drive Test”. He is truly worthy of the IDEC Driver Examiner of the Year award for 2014.

The Ontario Ministry of Transportation is pleased to support the recommendation put forth by Serco Drive Test.

Regards,

A handwritten signature in black ink, appearing to read 'Paul Harbottle', written in a cursive style.

Paul Harbottle  
Director

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Encl.

Cc: Kim Lambert, Director, Service Delivery Partnerships

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November 17, 2014

Denise Hanchulak  
Program Director  
AAMVA Programs Division  
4401 Wilson Blvd., Suite 700  
Arlington, VA 22203

Dear Ms. Hanchulak,

It is with great pleasure and true honour to nominate **Jahangir Dadollahi-Sarab** for the 2014 AAMVA IDEC Examiner of the year.

Jahangir started in 2006 at the Downsview DriveTest Centre, and we were fortunate to have Jahangir transfer to the Aurora DriveTest team in 2011. Since then, Jahangir has been the ultimate team player, a model of consistency, and a true role model, coach and mentor.

Jahangir is not only G1/G2/M1/M2 trained, he is also a cross trained customer service agent (CSA) and he is currently completing his classified training.

Along with an extremely low error rate during this past year of 1.16%, and consistent pass/fail rate, each road test conducted by Jahangir is professional, safe, and is strict adherence to MTO/Serco Canada policies and guidelines. He continually gets compliments regarding his customer service and truly understands Serco Canada's commitment to excellent customer service.

Jahangir has also taken on the challenge as acting driver examiner supervisor when required and has exuded examples of leadership, respect, and communication amongst his peers, management and customers. He loves taking on new responsibilities and is always willing to assist with projects at the Aurora DriveTest Centre.

Jahangir is always willing to go above and beyond what is required of him as a driver examiner. If it is taking out extra road tests, handling complaints, coming in early to open the office, Jahangir truly goes the extra mile.

He has taken it upon himself to learn inside policy transactions. He has worked on the front counter and on many occasions following road tests, will assist the CSA's by providing information to customers at the front of the office.

Jahangir has a very strong work ethic. He is always on time, rarely absent, highly productive, and is completely customer service oriented. Amongst his fellow peers, he is viewed as respectful, encouraging, courteous and extremely knowledgeable.

Jahangir is always looked upon by fellow driver examiners for his leadership. He assists in shadowing and mentoring new driver examiners and continuously is looked upon for his extensive knowledge regarding conducting road tests and policies. He is approachable and is always willing to assist his fellow employees in any way possible.

Jahangir Dadollahi-Sarab has kept up with all the constant changes, will help lead our team while we “Reinvent DriveTest” and is truly worthy of the IDEC Driver Examiner of the Year award for 2014.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Alan J. Casey', is positioned above the typed name.

Alan J. Casey, C.A.  
Vice President Operations  
Serco Canada, DriveTest

