



Terry L. Rhodes
Executive Director

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Tallahassee, Florida 32399-0500
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December 4, 2015

Denise Hanchulak,
Program Director, Certification and Standards
AAMVA
4401 Wilson Blvd.
Arlington, VA 22203

Dear Ms. Hanchulak:

We would like to nominate Examiner I, Curtis Berryhill, as the 2015 AAMVA Certified Driver Examiner (CDE) of the Year for the State of Florida. Examiner Berryhill has been an Examiner since July 26, 1985, and he consistently performs his job with a high level of professionalism and integrity. His dedication to service and his institutional knowledge make him a leader amongst his peers and a respected member of the Department by our management team.

On a daily basis, he handles the unique challenges and situations that arise in this office, while successfully leading the team assigned to driving skills testing in the busiest office we have in the State of Florida, the Miami Mall of the Americas office. Curtis is our Lead Examiner in charge of driving exams at this office. His level of commitment has been essential to the increase in the number of driving tests administered, a reduction in the wait times for these services and an increase in customer satisfaction. In addition, new examiners receive consistent training in a shorter amount of time from a trainer and mentor with a positive attitude, patience, and excellent skills. Most examiners would complain about being out in the hot Miami weather, day after day, but Curtis thrives on the public interaction and making sure that everyone is taken care of and everything is done correctly. This office currently averages about 140 driving tests per day and Curtis is out there to ensure that the operations flow as smoothly as possible.

Curtis receives numerous compliments from customers and co-workers for his outstanding internal and external customer service. You will never see Curtis without his smile! He was recently given our first Service Excellence award, after being selected unanimously by the bureau's five program managers who oversee operations that include 19 field offices and 11 mobile units.

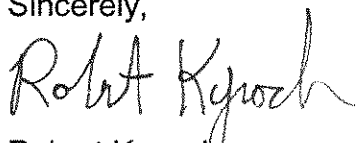
Curtis is always polite, courteous and respectful to his customers and co-workers. He is a team player who serves as a role model for all those working with him. He has a wonderful, caring disposition and wants to help persons of all ages and backgrounds without bias and says that one of his favorite things about his job is the diversity of his customers. He is great with diffusing difficult situations and turning negative experiences into positive ones.

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In addition to being the leader in the driving skills testing area, Curtis also unselfishly volunteers to work in other positions whenever there is a need. He is a mentor and he goes over and above to help his co-workers in both his professional and his personal life.

Throughout his career, Curtis' performance, willingness to accept challenges, dedication to public service and to the Department have made him a role model and a candidate worthy of recognition for the prestigious AAMVA 2015 Certified Driver Examiner of the Year Award.

Sincerely,

A handwritten signature in black ink that reads "Robert Kynoch". The signature is written in a cursive style with a large, prominent "R" and "K".

Robert Kynoch
Director, Motorist Services
Florida Department of Highway Safety and Motor Vehicles

