



# Georgia Department of Driver Services

2206 East View Parkway • Conyers, Georgia 30013 • 678.413.8650

Nathan Deal  
Governor

Robert G. Mikell  
Commissioner

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TO: Ms. Denise Hanchulak  
AAMVA

The Georgia Department of Driver Services (DDS) is pleased to select Sandra Young for the 2015 IDEC Examiner of the Year. As a DDS driver examiner, she not only provides exceptional customer service, but also exhibits strong leadership capability and serves as an inspiration to others.

Sandra is a 12 year veteran of DDS; she projects a warm cheerful attitude towards our customers. She is extraordinarily helpful in all areas of the agency, on a typical day Sandra gets to work early she gets the petty cash and distributes it to the rest of the team, she starts all scanners, hands out document separators, prints the road test sheet, and goes outside to distribute clipboards and dedicates time to engage with each customer to go over the documents needed for service and answer any questions they have or provide additional assistance. Other local state agencies call and ask for Sandra specifically if they have questions on DDS policies.

Sandra is unfailingly patient when it comes to the elderly, the process of coming to DDS can be very overwhelming to some and Sandra's smiling face puts them at ease. She helps them fill out paperwork, print documents if needed and makes their visit as calm and effortless as it should be. Sandra once had a girl during a road test that was so overwhelmed and nervous she pulled the car over and started to cry. Sandra talked to her and calmed her down and the girl was able to finish her test and pass it.

Sandra has received multiple customers compliments via yellow cards and online. She has demonstrated courage by approaching management to talk about areas of improvements and areas that needed to change in order to improve TM morale.

Since January 2015 Sandra has had an average customer service transaction time of 5 minutes and 23 seconds all while serving 11,166 customers (Sandra has served the most in the center this year the other TM that has served the most served 9,929 customers since January); along with helping train 4 new team members. The wonderful things I can say about Sandra are endless but at the end of the day Sandra loves people, works very smart and hard and always tries to lift the spirits of those around her.

Sandra is a valuable DDS team member, and it is fitting that she receives this honor from AAMVA.

Sincerely,

Rob Mikell  
Commissioner

