

Office of Driver & Identification Services

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November 30, 2016

Denise Hanchulak
Program Director, Certification & Standards
AAMVA
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Dear Denise:

It is our pleasure to nominate Ben Kreger for examiner of the year. Mr. Kreger is an examiner in Cedar Rapids, IA, and has been with Iowa's Office of Driver & Identification Services since April 27, 2010.

Examiner Kreger is unfailingly cheerful, upbeat, and positive even in the most tense situations. He works diligently to accomplish the mission of the department (smarter, simpler, customer driven). Ben not only works diligently to do his share, but also possesses a wealth of knowledge that his co-workers appreciate and call upon often. Examiner Kreger is the "go-to" guy when it comes to assisting with difficult situations or complex questions, and his calm demeanor puts our customers at ease. Examiner Kreger is a true leader which is demonstrated by his initiative to become familiar with Iowa code and rules to help him assist his co-workers with more difficult licensing decisions. Further, he always has the foresight to anticipate exactly what customers will need to know and to make sure information is delivered thoroughly and accurately.

Examiner Kreger has set an impressive bar for his peers as he consistently surpasses all expectations when it comes to customer service. He consistently and accurately completes a high volume of driver's license transactions and driving tests, which helps to alleviate wait times for our customers. Additionally, he helps his team by conducting on-site testing at NADTA (North American Driver Training Academy) assuring all commercial drive test are administer according to federal standards. He has a personable attitude, takes one customer at a time, and treats everyone with dignity and respect. We are proud of Examiner Kreger and thankful for his service!

Sincerely,



Melissa Spiegel, Director
Office of Driver & Identification Services

ms/tk
By email

