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Driver and Vehicle Services

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November 28, 2016

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

Dear Ms. Hanchulak:

Minnesota's nominee for Examiner of the Year, Michael Webber, readily accepts the day to day challenges of a driver license examiner while remaining dedicated to providing excellent customer service.

A driver's license examiner for 26 years, Mike expertly administers knowledge tests and road tests, processes applications and compiles reports. He treats customers with respect and kindness while ensuring that knowledgeable and competent drivers obtain driving privileges. Mike adheres to Driver and Vehicle Services' values of customer service, continuous improvement and community. He has a great sense of humor, believes in teamwork and a commitment to safety. Mike sets a positive example for other examiners by demonstrating responsibility, reliability and is free of customer complaints.

Mike is an excellent reference for co-workers and customers who have questions concerning driver license testing or driver license procedures. He plays a valuable role in mentoring new examiners in his region. Mike is skilled in being able to share his knowledge with others as evidenced by his willingness to provide educational outreach to school bus companies struggling with training new drivers and driver training schools.

Mike is an excellent role model for all driver license examiners and a true asset to the Minnesota Department of Public Safety. It would be appropriate to name him as Minnesota's Examiner of the Year.

Sincerely,

A handwritten signature in cursive script that reads "Deb Carlson".

Deb Carlson
Driver Exam Program Manager

