

State of Vermont
DEPARTMENT OF MOTOR VEHICLES
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Agency of Transportation

December 14, 2017

Ms Denise Hanchulak
AAMVA
4401 Wilson Blvd
Suite 700
Arlington, VA 22203

Dear Ms Hanchulak:

I'm writing to nominate Justin McLane for the IDEC Examiner of the Year award.

While Justin has been with the department only since early 2016, his rapid learning and first-rate customer service skills have enabled him to be a top performer in a very short time. He can be relied upon to work conscientiously and efficiently, regardless of the circumstances. He will jump in to assist customers on a moment's notice, even revising his personal schedule to accommodate customer needs. He is knowledgeable and personable with all customers and staff. He takes the time needed to fully explain a customer's test results and answers all their questions with care and professionalism.

Justin sets an excellent example as a dedicated and professional employee who performs all his duties in an accurate and enthusiastic manner. He is a valuable asset to the South Burlington team.

Please give him your consideration for this award.

Sincerely,



Maggie York
S Burlington Office Supervisor



