



State of Utah

GARY HERBERT
Governor

SPENCER J. COX
Lieutenant Governor

Department of Public Safety
Jess L. Anderson
Commissioner

Driver License Division
Christopher Caras
Director

November 27, 2018

Re: Nomination for IDEC Examiner of the Year Award
Tammy Telford – South Valley Office
Utah Driver License Division

To whom it may concern:

I would like to nominate examiner, Tammy Telford, of the South Valley office as the AAMVA Certified Driver Examiner of the Year for the State of Utah. Tammy has been an examiner since April 11, 2016 and has been an outstanding performer in examining. Tammy has been a model of professionalism and integrity and has diligently adhered to the principles and recommended practices of driver examining. Tammy has demonstrated through her work ethic, knowledge, customer service, professionalism, and leadership that she is clearly a great asset to not only the Division, but the citizens of the State of Utah.

From the moment the doors open to the moment the doors close Tammy is working. She is often the first and last employee to help a citizen of Utah in any given day. Tammy is usually among those examiners that help the most customers within the office for that day. Tammy's attitude is that keeping busy makes the day go by quickly. While Tammy is scheduled to work she does not have idle time. Tammy is very consistent and we know we can always count on her to help in accomplishing the mission to license and regulate driver and promote public safety.

Tammy has developed her knowledge of licensing, testing, and the policies that regulate the work. Because of her work ethic, Tammy has encountered a varied number of complex licensing issues and has been able to gain the experience and knowledge it takes to handle those complex issues. Because of the knowledge she has gained she is relied on by the office for answers and training of new employees. Although Tammy's knowledge is exceptional, she is not afraid to ask questions and get clarification. This has allowed Tammy's knowledge and skills to increase as time goes on. Two of her most recent trainees have gone on to promotions within the Division.

Tammy not only serves the public by her dedication to quickly calling the next customer to her window, but when she interacts with those citizens she develops a rapport that translates into a great experience for those customers. Tammy is able to communicate in a friendly and professional tone with all those she helps. Because of her communication skills and

knowledge Tammy is able to handle most customer service issues by herself, without intervention by leads or supervisors.

Professionalism is a skill that really ties together the attributes of work ethic, knowledge, and customer service. Tammy is not only able to remain fair and impartial throughout the examining process, she is able to maintain a level of professionalism that deserves recognition. I believe that Tammy has developed this skill and is a true professional in the licensing world. For these reasons and many more, I respectfully nominate Tammy Telford for the 2018 AAMVA IDEC Examiner of the Year.

Sincerely,

A handwritten signature in blue ink, appearing to read 'J. Bergener', with a long horizontal flourish extending to the right.

Jeremy Bergener
Wasatch Area Manager

