



January 2, 2005

To protect the privacy of both me and my recommenders, some location and contact information is omitted. A copy of the complete letter of recommendation is available upon request.

Dear Sir or Madam:

James Hill has asked that I write a letter of recommendation based on our professional association over the past 4 years. I've found Mr. Hill to be honest and straightforward in his approach to his work, community and family. He has demonstrated a high degree of loyalty and trustworthiness to his work and to his associates and has carried out his obligations with vigor and resolve. He believes in going above and beyond the call of duty in his everyday work performance.

I have always been impressed with Mr. Hill's work ethic and outstanding leadership abilities. He was vital to our organization during the grand opening of our store in Wellington and has worked diligently through our crew ladder. He achieved the highest honor in guest service and was certified through Burger King Corporation as a Professional Guest Service Expert. He continued to advance to the position of Team Leader and now holds the position of Assistant Manager. He also received the Assistant Manager of the quarter award for his district during the summer of 2004.

Mr. Hill is not limited to his job description. He has often assisted in tasks outside of his assigned duties. For instance, he has revised our corporation's Employee Handbook, Manager Handbook, and Manager Job Descriptions. He also helped revise our Team Leader Review and created a computerized version of both it and our Crew Member Review. Due to his exceptional ability to manage training at his store, he was asked to give a presentation to all of the restaurant managers within the franchise on how to manage training. In addition, he developed the form our corporation uses to evaluate new trainers after they take part in our Train the Trainer class.

He will certainly be an asset to any group with which he associates and works. I would recommend him without reservations.

Sincerely,

A handwritten signature in cursive script that reads "Betty Hanson".

Betty Hanson
Director of Training