



Wellington Burger King

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.

To Whom It May Concern:

James Hill has been employed at BK# [REDACTED] in [REDACTED] since the day we opened in July of 2001. Being part of our original/opening crew required James to work extensive hours and quickly learn new concepts, policies, and procedures, which he accomplished with no difficulties.

James exhibits many qualities that make him an excellent manager starting with his perfect attendance record along with being punctual at all times. When James arrives at work, he is always prepared for his shift and greets his fellow managers, crew members, and out guests with a warm cheerful smile and friendly conversation.

Due to his extensive expertise on BK in regards to customer contact areas, he was chosen to become a Professional Guest-Service Expert in the fall of 2002. James easily completed the training for this promotion which involved several days of preparation for the two hour certification process he had to complete. In addition, James completed our train the trainer class in the fall of 2003, and Team Leader class in January of 2004 which prepared him operationally to move up to the level of manager in April of 2004. James is very knowledgeable in BK procedures and keeps himself up to date on Operational Alerts and Updates and through the BK website.

During James's transition into management, he successfully completed our BMT class and state ServSafe class. After his training was completed, he became part of the management team at BK# [REDACTED]. Since his promotion to manager, he has completed such projects as revising and computerizing our Orientation Handbook, Crew Member Review, Team Leader Review, and New Hire Paperwork. Due to these efforts by James we are more thorough and organized when dealing with the administrative tasks that involve our crew. Many other stores in our franchise currently utilize the programs James set up. He also has assisted other BK stores by updating their register layouts.

One of James's major responsibilities and accomplishments at our store involved being in charge of crew training. James updated training charts, and planned out training and cross-training. James worked closely with our Team Trainers to ensure proper training occurred on schedule.

James not only gives 110% at all times, but takes the initiative to complete any task no matter how large or small to assist in making our store operations better. James is truly a team player and is looked upon as a leader who easily provides guidance as needed.

We feel confident that any company, group, or organization would find James to be a tremendous asset. He is extremely resourceful with an abundance of energy to assist any organization with attaining their short and long term goals.

If you should have any further questions or need additional information in regards to James, please feel free to contact us.

Sincerely,

Jayne Laborie-Poff
Restaurant Manager

JLP/jmh