

To Whom It May Concern,

It is my honor to be writing this recommendation letter for Ben Chance.

I have known Ben for almost 3 years and he has been a valuable team member, who has worked for me at the UPS store. I'll just share a few things about Ben, from my perspective, in an effort to give you a quick picture of who he is to me and our location

When I first took over as the manager, at the UPS store, Ben was an employee who was already working at the location prior to my arrival. Right away he made an impression on me and quickly became one of my favorite team members. He has something I like to describe as grit. What I mean by that is he has a desire to do the right thing and get it right. He made noticeable effort to get to know me as well as helping with my training, as I was new to the UPS store. One of the observations I made about Ben, was his effort to get things done. He was always keeping himself busy and finding things to do. His care and concern with the customers is an excellent example of how the job should be done. He comes across as very focused on being the best at what he is working on. The more I got to know him, the more I came to realize that is who he is. It was clear to me he had pride and a strong desire to succeed at whatever he is doing. As I became more competent at understanding the operations of the UPS store, I gave more direction and set higher expectations. He was quick to try to understand what I was looking for from each of the team members as well as the changes I was working on putting in place. Ben pays attention. He listens well and takes criticism and direction well. He was quick to take my direction and work towards being a great example to others. As openings became available, he took the initiative to help with our staffing and bringing friends in that have been of the same caliber of team member. While doing so he took the initiative to assist in training them and helping them settle into place.

He has great care and concern for our customers and team alike. Always offering a friendly greeting and assistance in every case.

I am proud to know Ben and believe his potential is limitless. I believe his life experiences, up until this point, have helped shape him into a well-rounded and strong young man. I find him to be open minded and eager to please while being competitive and driven to get things right. The qualities and characteristics he demonstrates, get me excited to see what he accomplishes in the future. I hope these quick comments and snapshot help provide a great picture of whom I have come to know and I am proud to be associated with him.