

# UNITED EXCEL

May 1, 2009

Re: Letter of Recommendation


Dear Dr. Medina,

I am writing to commend you on the fine writing product that you completed at United Excel. Our business has grown and changed over the years and our team has continually refined processes and procedures. Delivering a high quality product on budget, on schedule and with complete customer satisfaction is the mission of our company. As we grew in number, it became apparent that our new hires were facing a huge learning curve compared to the veterans of our group who had an organic understanding of processes and procedures that bound the people and positions in our company to our niche market.

Following a period of steady hiring, it became apparent that we needed to develop training materials. The time it took our people to get up to speed on our processes was having a detrimental affect on our overall ability to accomplish balance in our workload. We knew what needed to be done, but didn't have the excess capacity to complete the task of developing a Process and Procedures Manual. You blended into our culture and became one of us to understand our processes from our perspective, analyzing processes to help improve them as the documentation was being developed. In addition, you challenged us to provide the detail to really make the manual a training tool that people could identify with. Though the nine month development schedule was rigorous, you met every deadline and delivered a finished product that we are putting to use in training and as a desk resource for every position.

The United Excel team and I thank you for lending your professional expertise to our project. I highly recommend your services to any business because you focus on helping them accomplish their goals.

Sincerely,



John Loyd  
Executive Vice President