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FROM: **Timothy D. Frantz, CIS**

Instructor, Computer Information Technology

3000 College Dr. S, Lethbridge, AB T1K 1L6

Ph. 403-320-3202x5574

Cell 403-330-2656

[timothy.frantz@lethbridgecollege.ca](mailto:timothy.frantz@lethbridgecollege.ca)

TO: Interested Party

Dear Sir/Madam,

I am writing to you regarding a reference for Claire Fleckney. I have been her instructor at Lethbridge College for the past year and a half and have observed her participation in class discussions, a variety of her assignment submissions, and in her role as a Team member/leader.

I have been most impressed with the following characteristics:

- Enthusiasm
  - Claire is quite engaged in the course lectures; I have always enjoyed her involvement in class discussions, and her contributions to our conversations, both during and after class
  - Claire always shows a real interest in the lessons, asking relevant questions and offering valuable input
  - She attends lectures which are not even on her schedule so that she can glean every possible bit of knowledge available
- Commitment and work ethic
  - Claire consistently and regularly shows that she is willing to work hard and do whatever is required
  - Claire's grades are always at the top of the class
  - She is always striving to learn and to improve her academic and technology skills
  - Claire seldom misses a class; she is one of the most dependable students in the program
  - Claire is impeccably punctual
- Communication skills
  - Claire has excellent writing skills, in technical accuracy and readability contexts
  - Claire also has terrific verbal communication skills; she is well-spoken, articulate, and has a very pleasant manner.
- Problem solving skills
  - Claire has developed very effective problem-solving techniques, enabling her to find solutions to very difficult and complex issues
  - This is evident in her programming and trouble-shooting acumen
  - She is quite tenacious, working on and studying a problem until she solves it.
- Team member
  - Claire is constantly doing whatever is needed to ensure the success of any project she works on, and the people she works with
  - Claire is never afraid to ask questions, placing the success of every small job above her personal success and ego
  - While Claire works extremely well as an individual, her ability to function well as a team member is also clearly evident.

I have no reservations stating that Claire would be an asset to any company or business, and that her involvement would be a significant contributor to its success. Given the need for a new employee, I would hire Claire.

Sincerely,

Timothy D. Frantz