

# Eastern Illinois University

600 W. Lincoln Ave. Charleston, IL 61920

May 7, 2025

To Whom It May Concern,

It is a true pleasure to write this letter of recommendation for Akash Chatla. I had the privilege of supervising Akash at the Food Court of Eastern Illinois University, where he has been a valued employee since September 15, 2023

Throughout his time with us, Akash consistently demonstrated exceptional adaptability and a strong work ethic. He performed a wide variety of tasks—from dishwashing and table maintenance to stock management and frontline service—across several dining venues including Panther Grille, Chick-fil-A, and Qdoba. At Chick-fil-A in particular, Akash made a notable impact by utilizing his technological skills to translate company policies and Standard Operating Procedures into Telugu and Hindi. This initiative significantly improved communication and training for our student workforce, 80% of whom speak these languages as their native language.

While Akash excelled in every role assigned to him, he truly stood out in customer service and at the cash register. His ability to quickly identify and correct transaction errors, often resolving issues created by others—demonstrates both his attention to detail and calm problem-solving under pressure.

Akash's people skills are equally impressive. He brings positive energy to every shift and consistently goes above and beyond to support his team. During EIU's Diversity Week, Akash played a key role in organizing the "Celebrate India" cultural initiative, which was a remarkable success. His dedication and reliability are unmatched; when shifts were understaffed, Akash never hesitated to step in and help when available.

Curious and eager to learn, Akash views every new task as a learning opportunity. He thrives in team settings, builds strong relationships with coworkers and customers alike, and is always looking for ways to improve. His contributions were formally recognized when he was awarded Student Worker of the Month—an accolade that speaks volumes about his professionalism and character.

I have no doubt that Akash Chatla will be a tremendous asset to any organization. Please feel free to contact me if you would like any additional information. I would be delighted to discuss his qualifications further. Chatla.

Sincerely,



Chris Coffey

Unit Director-University Food Court/  
Associate Director of Housing and Dining for Panther Dining  
Eastern Illinois University  
Charleston, Illinois  
(o)217-581-7002  
rccoffey@eiu.edu