



# Waitrose



Waitrose Welcome Break  
South Mimms Services  
Bignells Corner  
Potters Bar  
EN6 3QQ

Tel +441707 646333

9.12.12

Ref : Alec George Doran-Twyford

Dear Sir/Madam

I am writing in reference to Alec, whom I have had the great pleasure of working with for over 21/2 years. Alec joined Waitrose in May 2009, when the Waitrose opened in South Mimms Services. He was very crucial in the opening of the store, working hard and long hours helping to ensure that the launch was successful.

Alec's job title of Customer Services Assistant unfortunately does not give him the credit he deserves, as he does a lot more than the title suggests. Alec has a lot more responsibilities that the title suggests, he is responsible for the ordering for a section of the store, and has strict wastage and sales targets for that section, which he consistently meets. This Category has achieved over £160,000 in sales last year. He is also responsible for the training of a team of individuals within the store, and will regularly report direct to me on their progress. If Alec was not going to pursue his dream of travelling the world then he would have made an ideal team leader.

On a day to day basis Alec will look after the shop floor, ensuring smooth operations and organise all breaks. As well as doing his normal role of Customer Services Assistant. He will always uses his initiative when it comes to problem solving, and although he will not always make the right decision he will always learn from his mistakes. Alec also has a thirst for knowledge. He always wants to learn new aspects of the business, but also likes to spread knowledge by actively training others.

If I was to criticise Alec in any way it would be the fact that he always gives himself high targets and expectations, and gets frustrated when he does not meet them, this also means that he does not always delegate important tasks to others as he does not believe that they will complete the tasks as thoroughly as he would.

The main attribute that Alec has always displayed is the passion for his work. Always showing a keen interest, concerned about standards, interested in his own and store performance, and always looking for ways to improve the store and himself.

Losing Alec will be a great loss to the business, as well as being a great worker he has a great personality. I will definitely miss the banter we have. I have no doubt that Alec will succeed in anything that he puts his mind too. I would like to thank him for all the hard work over the last couple of years, and wish him the best for the future.

If you have any questions please do not hesitate in getting in contact with me.

Yours Sincerely,

Jamie D. Hewitt  
Unit Business Manager  
South Mimms Waitrose  
+447774 866389(mobile)  
Mimms.WaitroseManager@WelcomeBreak.co.uk

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Bracknell, Berkshire RG12 8YA  
Telephone 01344 424680  
[www.waitrose.com](http://www.waitrose.com)