

To whom it may concern,

I write this letter on behalf of Zach Kraft. Zach began working for me in December of 2011, serving as a Resident Assistant in Kerr Hall. When Zach began the job, he impressed me with his discipline, showing a keen ability to manage his time better than his peers and prioritize school and work in ways few of his peers have done. As a resident assistant, Zach's primary role is that of community leader and role model. The resident assistant performs various job tasks but the focus is on serving residents and caring for their needs. Having observed Zach in this role I know him to be a man of integrity, strong service skills, and leadership.

In my 5 years, working as a supervisor, I find an important quality in successful staff members to be that of integrity. Zach performs many of his job duties without close supervision. I entrust him to care for the students on his floor and accomplish tasks on his own time. As he is a veteran staff member of a group of 20 leaders, I count on him to lead his peers and assist with training new staff. Zach demonstrates his integrity in the way he approaches his work, his school, and his relationships. His fellow staff views him as a guide to get through tough situations. His residents trust him, demonstrated by the way they confide in him on important and deeply personal issues. Zach is quick to accomplish his work at a very high level as well as hold others to the company standard. As part of a team, Zach recognizes the value in each member performing their duties at a high level and is willing to hold his fellow staff accountable.

Zach's previous work experience as well as the job of resident assistant, equipped him with a service mindset. Zach, through strong communication skills, builds relationships with his fellow staff and residents in much the way a business person might build rapport with a potential client. Zach's drive to serve the needs of others draws people to him because they know they can count on him to provide them with help. His residents have expressed their satisfaction with Zach as he has helped connect them with resources they need. It is easy for me to see Zach taking his service mindset and performing at a high level in any organization because he understands how to serve others, and is willing to make necessary sacrifices to ensure that his residents and even fellow staff have what they need to be successful.

Leadership is a valuable attribute for a staff member to possess. Zach is a leader among leaders. His fellow resident assistants are some of the best leaders on the campus of the University of North Texas. Zach developed into an excellent representative of great leadership on this team and was recently entrusted to mentor a new team member. His role as resident assistant places him in a unique situation to be one of the first responders to the various situations that can arise in a residence hall. Whether there is a flood or student experiencing a crisis, Zach's leadership skills allow him to manage the stress of any situation and respond with his high level of service. He is able to remain calm and collected under pressure which helps his peers do the same. Though he performs his job at a high level, Zach maintains humility and is able to build strong relationships with those around him.

Zach Kraft has proven his abilities to me time after time. As he continues his journey through life I have the utmost confidence that he will impress future employers the way that he has impressed me. I value his integrity, an attribute that is so vital to an organization's success. His residents and fellow staff are drawn to his service and leadership skills because they know he can be counted on to serve them well. If you have any questions regarding Zach and how he can help your organization, please contact me at, 940-597-1110 or by email at bentaylor1984@gmail.com.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ben Taylor', with a stylized, flowing script.

Ben Taylor

Residence Hall Director