

To Whom it may concern,

July 19<sup>th</sup> 2016

My name is Robert Hooper and I am the general manager of the Best Buy in Silverdale Washington. Kevin joined my team as a FT asset protection specialist back in September of 2015. Kevin brought a unique talent of customer service skills as well as analytical abilities from previous jobs that was attractive and necessary for the role of asset protection. I don't often hire employees FT externally due to the nature of the position requiring lots of leadership and on the job training necessary for a role that has legal ramifications if done inaccurately. A few skills that impress me about Kevin are as follows.

- 1) Seeks to find better ways to do things constantly.
- 2) Very analytical and breaks things down to the sum of its parts and understands how things work and how to improve processes.
- 3) Kevin came to me with a service background and customer oriented but has grown substantially as an experience provider in my store. There is service, than there is what Kevin offers my customers when he is working up front as it pertains to creating a positive shopping experience in my store.
- 4) Kevin's very detail oriented. I often choose him to watch video so he can pick up on what others may have missed when pertaining to investigative processes in the store.
- 5) Kevin's effort is 110% everyday he is in the building. He is always working hard and I don't ever have to worry about a productivity problem pertaining to his performance at work.

Overall Kevin is a very talented employee whose skills are welcomed in my store. He has been a part of a large shift of leading positive shrink results without any authority and I appreciate his efforts. I think Kevin would make a good fit in any organization and I am happy to have him on my team.

Sincerely,

Robert Hooper

GM Silverdale Best Buy