



Ree Sherer
Vice President, General Manager

November 10, 2010

To whom it may concern:

This serves as a letter of recommendation for Leland J. Stowell. Lee was employed by EBSCO Information Services from March 29, 2010 until September 3, 2010, as a Customer Service Representative. He reported directly to me.

Lee proved to be a quick learner and was asked to head up a special project. He handled this well and was flexible in helping in other areas at needed. He had excellent attendance and punctuality.

While Lee was only with us for five months I was disappointed to see him leave as I think he had good potential. He has good clerical and computer skills and was very good on the telephone, speaking with both customers and publishers. I would recommend him for a similar position or one requiring these skills.

Sincerely,

A handwritten signature in blue ink that reads "Pam Zedaker". The signature is fluid and cursive.

Pam Zedaker
Customer Service Manger