

January 28, 2006

College of Communications
Florida State University
Suite 432, Diffenbaugh Building
Tallahassee, FL 32306-1530

To Whom It May Concern:

SUBJECT: LETTER OF REFERENCE/ N. KATES

I am writing on behalf of Ms. Natalie Kates, an applicant to the FSU College of Communications. As the former General Manager of University Club Townhomes, I had the distinct pleasure of employing Natalie in the capacity of Community Assistant from June 2005 until December 2005(a position she still retains). In this role, Natalie quickly distinguished herself as a student employee with a dedication and competency exceeding that of her peers in this program.

Our business is customer service and communications intensive and it incorporates the important elements of marketing, sales and management. The young people in our employ must be able to balance the responsibilities of their educational obligations with participation in a fast paced and sometimes stressful work environment. Our Community Assistants are involved in all aspects of our day-to-day operations. From basic office management, to bookkeeping, to sales and leasing; they are the backbone of our organization. Natalie quickly demonstrated the initiative to learn our practices and techniques and became a strong member of our management team. She has exhibited a mature and focused personality for a young person placed in a very important role. She is very good in communicating with fellow staff, our clientele and prospective customers. She initiated our community newsletter and has always been quick to suggest and advise our team on issues that she felt could be improved and/or made more efficient. She possesses the intensity, dedication and maturity of the ideal young employee that is sought by businesses like mine, but that is not always that easy to find these days.

I believe that Ms. Natalie Kates would make an excellent addition to the College of Communications. Her performance as one of our team members makes me confident that she clearly possesses the capacities to exceed in that program and be an asset to your organization. Please do not hesitate to contact me should you need any further information or clarification regarding my experience with Ms. Kates.

Sincerely,



Todd C. Miller
General Manager (former 4/2001 – 12/2005) – University Club Townhomes of Tallahassee

TCM
cc: Natalie Kates