



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
COMMUNITY SERVICES DIVISION – MOBILE CSO
Economic Services Administration
Post Office Box 45440 Olympia WA 98504-5440

July 9, 2010

Lee Brunk, Owner
Commercial Driver Services, Inc.
11000 34th Avenue South
Lakewood, WA 98499

Dear Mr. Brunk:

I recently had the opportunity to have my staff and myself go through your Class 'B' Driver Training Course. I was impressed not only by the professionalism of both Dion and Randy, but also their patience and desire to assist each and every one of my staff to understand the curriculum and the right way to control and maneuver our trucks. I assure you this was not always an easy task as some of my staff, myself included, can be a little difficult to deal with. These two instructors adapted their training styles to each individual student and made the training a truly fun experience for myself and my staff.

Dion and Randy went the extra mile on numerous occasions by taking the time to not only teach us the rules of the road and how to drive our own vehicles, they took us to the fuel stations and showed us how to fuel them at a truck station, what type of GPS systems there are for commercial vehicles, what equipment we still needed such as chocks, fire extinguishers, etc., and on numerous occasions took the time to show me and explain to me what was wrong and/or missing with these brand new trucks. While all of this is extremely simple and well known in your work environment, we at the Community Services Division have never had any vehicles of this kind and did not have any knowledge of what was wrong and/or missing.

I cannot stress enough my sincere gratefulness and appreciation for their assistance, patience, and sense of humor. You have two incredibly great instructors.

Please feel free to use my name and contact information as a positive reference for your CDL training class at any time. Due to the service we received, I intend on sending any new staff to your school for future trainings and any subsequent training needs for my staff. Thank you.

Sincerely,

Shannon Monroe
DSHS/CSD Mobile CSO Administrator
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