

College Works Painting Reference Letter
Barbara S. Peterman
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Based on the attributes she demonstrated this spring and summer, I believe that Joanne Amlag has the intelligence, physical endurance, planning flexibility and social skill to achieve what she chooses. Compared to the hundreds of college students I have worked with as a professor of education and psychology in Houston, she rates an A in aptitude for success

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TO: Evaluator of References
FROM: Barbara S. Peterman, Ph.D.
DATE: June 23, 2004
RE: Joanne Michal O. Amlag

Based on the attributes she demonstrated this spring and summer, I believe that Joanne Amlag has the intelligence, physical endurance, planning flexibility and social skill to achieve what she chooses. Compared to the hundreds of college students I have worked with as a professor of education and psychology in Houston, she rates an A in aptitude for success.

I first was impressed with her social ease and matter-of-fact persuasive ability. I was a homeowner wandering past the booth of College Works Painting at the 2004 Kitsap Home fair when Joanne approached me. Did I need painting work? She soon had me making an appointment so she could assess my peeling fences and give me an estimate. As I showed her the property I saw that it was not the fences but the house that most needed paint. After a custom-tailored and accommodating plan was worked out and a contract signed, Joanne checked with me regularly to make sure things were on track. When her College Works training was completed and her college finals done, mine was her first job of the summer.

Once the job was underway, I was impressed with Joanne's competent leadership. In one week she and the two crewmen she had selected successfully prepped, primed and painted my newly-acquired 84 year old stucco house. With her crewmen she shifted easily among the roles of teacher, director, coordinator and co-worker. She did jobs herself to demonstrate technique but she delegated well and continuously assumed ultimate responsibility. In turn, the crew never faltered when she was off-site to get materials and equipment or to attend a meeting. Her coordination of physical and human resources (including her supervisor, her crew and me the anxious customer) seemed effortless.

The job showcased her outstanding problem-solving ability. As surface preparation got underway, her power washer excavated a series of unexpected challenges, but she and her crew never lost their good humor or can-do attitude. Joanne found a way around each obstacle without compromising high standards for outcomes. She knew when to adapt and when to stand firm. She worked each day as long as she needed to, until dusk more than once, with and without the crew. In the end, the three college students finished the job on time, cleaned up well and left behind a grateful homeowner, To top it off, my long-experienced and highly critical handyman/contractor approved their work when he saw it.

Joanne impressed me and did an excellent job for me. I commend her to others who will have the opportunity to choose her in the future.

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360-479-2382 barbarasp@comcast.net

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