

**Recommender:**

Claude Santos  
Terminal Officer-Terminal Operations Department  
Greater Toronto Airports Authority

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Daniel and I have known each other since June 2001. At the time he started working with the Greater Toronto Airports Authority (GTAA) as a Terminal Operations Specialist under my training and supervision.

Daniel was the only one among five summer-student employees to be hired on a full time basis upon summer end. Supervisors and management were well in favour of retaining him because he had demonstrated valuable talents. Daniel has remained under my direct supervision up until I moved on to the Terminal Officer role in 2003.

This young man's strengths were tested in his role where; improvised critical thinking, teamwork and communication were among the fundamental requirements. His role involved liaison between airline staff, Canada customs-immigration officers, concessions employees and security. Daniel had established a positive network through which his role's performance was able to excel and benefit the Terminal Operations as a result.

During his career with the GTAA, Daniel volunteered to organize an entire recruiting event for the GTAA Terminal Operations department; he handled all the aspects of the event from planning to follow-up procedures. Daniel and two supervisors represented the GTAA during this successful two-day event held at the Ryerson University career fair.

He has great team spirit and enjoys participating in joint success. The Terminal Operations management team recognized Daniel's outstanding work and praised his efforts with recognition. Daniel definitely possesses strong team working skills and a cooperative attitude on the job.

My personal evaluation of him, when compared with other trainees/subordinates I have worked with during the past eight years at GTAA, is as follows:

Applicant rating in the following areas	Top 10%	Good	Fair	Poor	Unable to Judge
Proficiency in Oral Expression	<input checked="" type="checkbox"/>				
Proficiency in Written Expression	<input checked="" type="checkbox"/>				
Professional Responsibility	<input checked="" type="checkbox"/>				
Emotional Maturity	<input checked="" type="checkbox"/>				
Intellectual Creativity	<input checked="" type="checkbox"/>				
Overall Academic Ability	<input checked="" type="checkbox"/>				
Proficiency in Applicant's Major Field	<input checked="" type="checkbox"/>				
Critical thinking ability	<input checked="" type="checkbox"/>				
Ability to Work on a Team	<input checked="" type="checkbox"/>				

Daniel's strengths also include time management and academic talent. He completed university while working full-time at GTAA.

My recommendations support Daniel to explore his ambition to follow his defined career goals.

Please contact me if there are any further details required.

Sincerely,

Claude Santos