

September 14, 2016

To Whom It May Concern:

It is my pleasure to provide this letter of reference for Michelle Holland regarding her Natural and Human History Interpreter position with the City of Edmonton from Fall 2013 and ongoing.

In her duties as a Natural and Human History Interpreter at both the John Janzen Nature Centre and the Muttart Conservatory, Michelle has led educational programs for schools, groups, and the general public as well as facilitating tours and day camps.

Michelle is an exceptional employee who has always been a highly committed and motivated member of our team; she has amassed a large amount of natural history knowledge and is able to present this information to program participants in an engaging and thought provoking manner. I am very pleased that Michelle has returned to school to complete her Bachelor of Science degree. Michelle is very passionate about educating members of the public about the beauty of science and I fully support her decision to take her dedication and skill to the next level.

As well as being a very strong and effective presenter, Michelle is also an excellent member of the team. She consistently takes on the role of mentor with less experienced staff, encouraging and patiently coaching them as they learn new skills. Michelle's communication skills with both her supervisors and co-workers are always excellent with concerns and comments being presented professionally.

I would not hesitate to recommend Michelle for any endeavor she chooses to pursue and wish her all the best in her future endeavors. If you have any questions, please do not hesitate to contact me.

Sincerely,

Beckie Boutilier

Natural History Education Program Coordinator

John Janzen Nature Centre

City of Edmonton Attractions

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