



**To whom it may concern:**

At Express Employment Professionals, our long-term goal is to put a million people to work annually. To support the development of the future workforce, we are excited to offer the Business Office Technology certification. In today's modern workplaces technology permeates all types of jobs, even those formerly thought to be only blue collar. With the increased use of technology though, evaluating the business skills and applicable uses of technology has become even more important. Transitioning beyond using computers and technology for recreation and social communication is an important advancement to the business world.

Express works closely with leaders in a wide variety of fields to lead the way in matching qualified employees with the right workforce fit for them. As a global staffing provider with more than 35 years of experience, we take great responsibility in sharing our knowledge of and passion for developing effective and confident employees.

This certification validate individuals can demonstrate the knowledge and skills required to be successful in a business environment. By earning the Business Office Technology Certification individuals validate their commitment to gain a full understanding of the core programs used in today's workplace. Achieving the certification also demonstrates their dedication to learning and desire to succeed.

Individuals with these skills are more prepared to embrace existing digital procedures within the workplace and have a great foundational understanding of commonly used business operating software. This core knowledge is also helpful in learning new software programs.

The Express Employment Professionals Business Office Technology Certification is a powerful stepping stone in helping individuals excel in the workplace

Sincerely,

A handwritten signature in blue ink that reads "Rachel Rudisill".

**Rachel Rudisill**  
Director of Marketing  
Express Employment Professionals



# DMM MANAGEMENT

May 7, 2018

To Whom It May Concern:

I am writing this letter in support of Certification coursework and exams as they are used to prepare students for gainful and meaningful employment. Preparation for work and a career is enhanced greatly by courses and certifications to verify readiness to be employed.

As Director, I know that students that take courses and certification exams are more prepared to do the required work of the businesses in which they are employed. They are ready with expectation and anticipation of what needs to be done on the job. Along with actual work duties, customer support is vital. Communicating with customers and tending to their needs appropriately and in a timely manner is vital to a business's existence. Employees that possess the soft skills to keep a business' purpose and image as a focal point of each work day are priceless.

- Teamwork
- Leadership
- Positive customer service and its impact on the business
- Timeliness
- Quality work

Each of the above qualities can be refined through certification coursework and exams. As a member of our business and educational communities, I can see where every student in High School could greatly benefit from completing the Professional Communications Certification endorsed by Southwest Airlines, the Business Office Technology Certification, or the Career Preparedness Certification, both endorsed by Express Office Professionals.

It is a struggle to find employees who demonstrate the "soft-skills" that all businesses rely on for success. An employee that has earned either of these certifications would demonstrate to a business owner that they are more qualified for employment than a candidate without the certification.

I do hope that our educational system will make these certification exams available options for students to attain.

Respectfully,



Darcia Moon



JIMMY PARNELL  
PRESIDENT

December 15, 2021

To Whom It May Concern:

I am writing this letter in support of the Express Employment Professionals Business Office Technology Certification.

My name is William Green, and I serve as the Forestry and Wildlife Division Director for the Alabama Farmers Federation (AFF). AFF is Alabama's largest farm organization comprised of and representing agricultural and associate members in all 67 Alabama counties. We strive to protect and improve the ability of farmers engaged in production agriculture to provide a reliable supply of food through responsible stewardship of Alabama's resources.

We write this letter in full support of the Express Employment Professionals Business Office Technology Certification. We value individuals who have this certification over individuals who don't because our office staffers need to know Microsoft processes and business ethics, and this certification is proof of both. When someone has the Express Employment Professionals Business Office Technology Certification on their resume, it is a hiring signal to AFF for any positions that extensively use computers or email, which is most positions. We especially appreciate the "Ethical Applications in the Workplace" portion of the certification exam. We are glad to know that certified individuals are coming to us with mastery of online etiquette, web privacy and copyright standards, and business ethics procedures.

This certification saves AFF both time and money in training new employees. Investing in cyber security training, Microsoft Office programmatic training, plus soft skills training adds up, and this certification is an all-in-one. If an individual already possesses it when coming to the Federation, that's a win for our organization.

Sincerely,

A handwritten signature in black ink, appearing to read "William Green", written over a horizontal line.

William Green  
Forestry and Wildlife Division Director  
Alabama Farmers Federation





**The Citizens Bank of Fayette**

P. O. BOX 706 • FAYETTE, ALABAMA 35555  
TELEPHONE (205) 932-8911 (DOWNTOWN) • 932-8917 (BRANCH)

May 23, 2018

To Whom It May Concern:

I am writing this letter in support of the Business Office Technology Certification endorsed by Express Employment Professionals. This certification prepares job candidates with the tools they need to succeed in today's competitive office environment.

Students with the Business Office Technology Certification will separate themselves from other job candidates. After completing the curriculum of Certification Lessons, the student has shown the ability to learn and evolve in today's tech environment. They have learned the necessary skills to give them the competency and confidence needed for the transition from certification to the office.

A student that has earned the Business Office Technology Certification that is endorsed by Express Employment Professionals becomes qualified and is a desirable candidate for employment. This certification is valuable to potential employees and validates the knowledge of many office skills necessary to work in today's professional workforce.

Sincerely,



Gregg Moore

Sr. Lending Officer, Vice-President  
The Citizens Bank of Fayette

May 15, 2018

To Whom It May Concern:

I am writing this letter in support of Certification coursework and exams as they are used to prepare students for gainful and meaningful employment. Preparation for work and a career is enhanced greatly by courses and certifications to verify readiness to be employed.

As owner of Robertson's Catering & Event Planning, I know that students that take courses and certification exams are more prepared to do the required work of the businesses in which they are employed. They are ready with expectation and anticipation of what needs to be done on the job. Along with actual work duties, customer support is vital. Communicating with customers and tending to their needs appropriately and in a timely manner is vital to a business's existence. Employees that possess the soft skills to keep a business' purpose and image as a focal point of each work day are priceless.

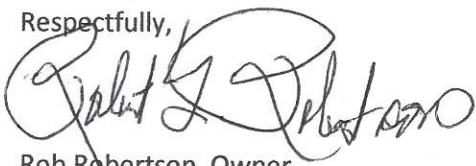
- Teamwork
- Leadership
- Positive customer service and its impact on the business
- Timeliness
- Quality work

Each of the above qualities can be refined through certification coursework and exams. As a member of our business and educational communities, I can see where interested students in High School could greatly benefit from completing the AMSA Food Safety and Science Certification endorsed by the American Meat Science Association and the Professional Communications Certification endorsed by Southwest Airlines, or the Career Preparedness Certification endorsed by Express Office Professionals.

It is a struggle to find employees who demonstrate the "soft-skills" that all businesses rely on for success. An employee that has earned either of these certifications would demonstrate to a business owner that they are more qualified for employment than a candidate without the certification.

I do hope that our educational system will make these certification exams available options for students to attain.

Respectfully,

A handwritten signature in black ink, appearing to read "Rob Robertson", written over a circular scribble.

Rob Robertson, Owner  
Robertson's Catering & Event Planning



**Striping Arkansas Since 1989**

1809 Russenberger Rd. ■ Little Rock, AR 72206  
P.O. Box 1058 ■ Bryant, AR 72089  
P 501.847.1300 ■ F 501.847.3255

DBE Certified Contractor

June 5, 2019

To Whom It May Concern:

I am writing this letter in support of the Express Business Office Technology Certification endorsed by Express Employment Professionals.

I am the owner of Contractor's Specialty Service Company. I have been in business since 1989 and have 30 employees. As a business owner, I know the need for students to be prepared for the workforce. It is important to have employees that can handle the day-to-day tasks required in an office setting. When students lack either the technical or the soft skills necessary to succeed in a fast-paced, formal, office environment it creates extra work and time to get the process done correctly.

To earn certifications the student must demonstrate mastery of several competencies that are necessary in our work environment, including:

- Understanding that technology is the key in the workplace and demonstrating ways to use technology to improve business processes
- Recognizing and operating various software applications such as word processing, spreadsheet, presentation and database applications
- Preparing and uploading data correctly
- Developing documents in a business/professional manner or format
- Demonstrating proper oral and written communication practices for a variety of communication mediums (i.e. phone, email, business letters, etc.)
- Troubleshooting issues related to software and networking application

A student that has earned the Business Office Technology Certification that is endorsed by Express Employment Professionals would be more qualified for employment than a candidate without the certification. Without a doubt, the certification is valuable to both the potential employee and the employer as it validates several of the skills needed to thrive in our business.

Sincerely,

A handwritten signature in black ink that reads "Sherri Fryar". The signature is written in a cursive, flowing style.

Sherri Fryar, President



## **Elite Senior Care, LLC-Corporate**

210 S. Rockingchair Rd. Ste. A Paragould, AR 72450

Phone Number (870)215-0323 Fax Number (844)293-7809

To Whom It May Concern:

I am writing in support of the Business Office Technology Certification endorsed by Express Employment Professionals and the Professional Communications Certification endorsed by Southwest Airlines.

I am the General Manager at Elite Senior Care. There are currently 28 office employees and approximately 400 independent contractors employed at Elite. It is our goal to meet the needs of our in home patients. Our employees are required to be professional and exhibit proper communication skills at all time. In the office setting, it is important to have employees that can handle the day-to-day tasks. Lacking the technical or the soft skills necessary to succeed in a fast-paced, formal, office environment creates extra work and time to get the process done correctly. Upon reviewing the Business Office Technology Certification and the Professional Communications Certification I was encouraged that a student that has either of these certifications would benefit in the business community.

To earn certifications the student must demonstrate mastery of several competencies that are necessary in our work environment including:

- Understanding technology and demonstrates ways to use technology to improve business procedures
- Recognizing and operating various software applications
- Preparing and uploading data correctly
- Developing documents in a business/professional manner
- Demonstrating proper oral and written communication practices for a variety of communication mediums
- Using appropriate business ethics and aspects of ethical decisions in the business setting
- Understanding the key components of superior customer service
- Demonstrating how customer loyalty is created and sustained through excellent customer service practices and how that can positively impact a business
- Communicating the importance of teamwork in the workplace and demonstrating teamwork techniques
- Understanding the purpose of groups and leadership's role within them

A student that has earned either of these certifications would be more qualified for employment than a candidate without the certification. Most definitely, the certification is an asset to both the potential employee and the employer as it validates several of the skills needed to thrive in business.

Sincerely,

Kellie McPherson, RN



Serving: Lawrence, Randolph and Craighead Counties  
[www.firstnb.bank](http://www.firstnb.bank) 1-800-530-7561

July 25, 2019

To Whom It May Concern,

I am writing this letter in support of the Express Business Office Technology Certification. I am a Loan Officer/Vice President for First National Bank of Lawrence County. I have been in banking for 17 years. First National Bank of Lawrence County has 6 locations in Northeast Arkansas and has 62 employees. We are a full service Bank.

Individuals who earn this certification have demonstrated the ability to achieve the technical computer skills necessary to be competitive in today's modern workplace. This certification includes word processing applications, digital presentation applications and spreadsheet applications, just to name a few. It is very important that we have workers who are qualified and prepared with computer skills that are so critical in numerous businesses. It is also important for individuals to have these skills for working in this competitive technology environment, as well for everyday life. Many businesses will only accept job applications on line.

An individual who has earned the Business Office Technology Certification has proven they are more qualified and prepared to enter any work environment, regardless of industry interest, than an applicant without the certification. I believe this type of certification is beneficial to the individual, as well as for our business. Therefore, I do support this Business Office Technology Certification.

Sincerely,

A handwritten signature in black ink that reads "Maria A. Kovak". The signature is written in a cursive, flowing style.

Maria A. Kovak  
Vice President  
870-892-3158





TO: Whom It May Concern  
FROM: Matt Hendrix  
DATE: June 27, 2019  
SUBJECT: Business Office Technology

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I am writing this letter in support of the Business Office Technology Certification. I am the Employee Training Specialist for Hytrol and have been with the company for two and half years. We currently employ just under 1300 employees and have new employees join our team every week.

Individuals who acquire this certification will be better equipped to join the workforce. In our company every employee, from entry-level production to CEO needs to have the knowledge associated with the content of this certification program. Our work is becoming more and more digital every day; all tasks, materials, job assignments, and customer orders are tracked and monitored digitally. At Hytrol we like to promote from within. Often employees that have great knowledge of our products fail to meet their maximum potential because office technology holds them back. To combat this, we offer free, on the clock courses that varies from Introduction to Computers to Advanced Microsoft Applications. This of course impacts our productivity; however, we value the development of our employees. From a hiring perspective, it would be advantageous for any candidate to have the skills associated with this certification prior to employment.

Sincerely,

Matt Hendrix

Employee Training Specialist

A handwritten signature in black ink, appearing to read "Matt Hendrix".



6/3/2019

To Whom It May Concern:

I am writing this letter in support of the Express Business Office Technology Certification.

Pocahontas Aluminum Company has been operating in Pocahontas Arkansas for over 50 years. We have two locations, both in Pocahontas, with a total of around 140 employees.

Individuals who earn this certification have demonstrated possession of the technical computer skills necessary to be competitive in today's modern workplace.

It is imperative we have a pipeline of workers who are qualified and prepared to implement core technology and business skills in the workplace. We are currently experiencing employees who enter the workforce without knowledge of what is expected of them.

An individual who has earned the Express Business Office Technology Certification, issued by a nationally recognized, industry-leading company, has proven they are more qualified and prepared to enter any work environment, regardless of industry interest, than an applicant without the certification. In addition, this certification is extremely valuable to employers like me because it helps connect us to qualified candidates.

Sincerely,

A handwritten signature in blue ink that reads 'Tiffany Palmer'.

Tiffany Palmer  
Human Resource Manager



2104 First National Drive  
P.O. Box 1258  
Harrison, AR 72602-1258

6/7/2019

To Whom It May Concern:

I am writing this letter in support of the Express Business Office Technology Certification.

My name is Charles A. 'Al' Pearson and I am the agency branch manager for United Insurance Advisors in Harrison, Arkansas. I have been with United Insurance for over 24 years in many capacities. I started my tenure with United as a personal lines service representative. I served as the agency Vice President for 8 years up until we were purchased in May 2017. I am a 1992 Graduate of Arkansas State University in Jonesboro, Arkansas. As branch manager of our agency I supervise 12 employees, and am in charge of all personnel issues.

As I understand, individuals who earn the Express Business Office Technology Certification have demonstrated possession of the technical computer skills necessary to be competitive in today's modern workplace. I think that word processing applications, spreadsheet applications, as well as business communication skills are invaluable in our industry.

For our operation it is imperative we have a pipeline of workers who are qualified and prepared to implement core technology and business skills in the workplace. Our agency works with many complex commercial insurance accounts. These accounts require knowledge of spreadsheet applications, as well as communication skills between not only our insureds, their customers, vendors, and finance companies. In our fast paced environment newly hired staff must be able to hit the ground running with basic office and communication skills to perform at the level we require. Sadly, some of the staff we have hired have lacked even basic keyboarding skills. Certification would give some assurance to me as a manager making a considerable investment in hiring a person that the skills are in place to for them to be successful.

I feel this certification could benefit not only our business, but countless of others throughout our state. It would be an invaluable tool for any person determining solid potential hires for an organization.

Again, I feel that an individual who has earned the Express Business Office Technology Certification, issued by a nationally recognized, industry-leading company, has proven they are more qualified and prepared to enter any work environment, regardless of industry interest, than an applicant without the certification. I think a student that shows the initiative to achieve the certification gives a potential employer assurance that he or she is willing to be trained, and is willing to work to be successful

Sincerely,

A handwritten signature in blue ink that reads "Charles A. Pearson".

**Charles A. "Al" Pearson**  
Agency Branch Manger  
United Insurance Advisors  
Harrison, AR



September 11, 2020

To whom it may concern:

The Lake County Agency for Economic Prosperity would like to formally advocate for the addition of the Express Employment Professionals Business Office Technology Certification to the CAPE Industry Certification Funding List.

To accommodate the increasing demand for office and administrative workers in the Lake County, Florida area, employers need a way to identify the right hires for their business. The Express Employment Professionals Business Office Technology Certification is a powerful asset in the hiring process that pairs employers with knowledgeable and skilled candidates. Due to the experience gained in workplace technologies and standards, earners of the Express Employment Professionals Business Office Technology Certification need less onboarding and training, which saves employers time and money.

The Lake County Agency for Economic Prosperity asks that you consider adding the Express Employment Professionals Business Office Technology Certification to the CAPE Industry Certification Funding List. By adding this certification to the approved list, employers in the Lake County, Florida area will be able to find and hire more skilled workers, and certification earners will have more sustainable employment opportunities.

Sincerely,

Brandon Matulka, Executive Director  
[brmatulka@lakecountyfl.gov](mailto:brmatulka@lakecountyfl.gov)  
352-343-9647

P.O. BOX 7800 • 315 W. MAIN ST., TAVARES, FL 32778 • P 352.343.9647 • F 352.801.7498  
*Board of County Commissioners • [www.lakecountyfl.gov](http://www.lakecountyfl.gov)*

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TIMOTHY I. SULLIVAN  
*District 1*

SEAN M. PARKS, AICP, QEP  
*District 2*

WENDY R. BREEDEN  
*District 3*

LESLIE CAMPIONE  
*District 4*

JOSH BLAKE  
*District 5*



September 24, 2020

Michelle Dennard  
President and Chief Executive Officer  
CareerSource Florida  
P. O. Box 13179  
Tallahassee, FL 32317

Dear Ms. Dennard:

CareerSource Central Florida supports Lake County Public School's application to add Express Employment Professionals Business Office Technology (BOT) Certification to the Department of Education's CAPE funding list. The BOT Certification will allow local businesses to recognize skilled workers who have the competencies necessary to be successful in a business office environment.

Regional labor market projections show 15,600 jobs will be added in the information technology and finance fields by 2026. The Express Employment Professionals Business Office Technology Certification will allow students to demonstrate that they have the competitive skills to support workplace technology applications and engage in this key role in the business world. Local employers can be confident the candidate has the right combination of background knowledge and technical skills, shortening the hiring process and decreasing the amount of time needed for on-the-job training. Additionally the BOT Certification can assist students in pursuing other high-demand occupations such as Legal Administrative Support, Marketing Assistant, Business Analyst, Account Manager, Entrepreneurship, or Office Manager.

We appreciate consideration by the Department of Education and CareerSource Florida to add the Express Employment Professionals Business Office Technology Certification to the list of state-approved industry certifications. By adding this certification to the approved list, businesses in Central Florida will have access to an increased pool of skilled workers who can fill critical administrative support needs.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mimi Coenen".

Mimi Coenen  
Chief Operating Officer



**Robin R. King**  
President & CEO

September 10, 2020


Re: Business Office Technology

To Whom It May Concern,

CareerSource Flagler Volusia is pleased to provide Volusia County Schools with a letter of support for their application to add the Business Office Technology Certification to the Florida Department of Education's Industry Certification (CAPE) list. The occupation using this certification include, but is not limited to, First Line Supervisors of Office and Administrative Support Workers. The average annual wage in Volusia County is \$46,900 with an anticipated 5-year growth of over 1,051 positions.

The Business Office Technology Certification presents students with the opportunity to enter a rewarding career in numerous industries that utilize the skills of office technology. With the growth in business operations and the changes within the Business and Professional industry sector the strength of office technology is an excellent skill that can be utilized on multiple career pathways. The Business Office Technology Certification presents high school students a foundation to take this opportunity to become employed in high paying positions in Volusia County, and we extend our full support in requesting its addition to the CAPE funding list.

Sincerely,

  
Robin R. King  
President & CEO



# T.F.R. Inc. d/b/a Ross Plumbing

930 Thomas Avenue  
Leesburg, FL 34748

CFC056481  
Phone (352) 728-6053  
Fax (352) 728-2805  
rossplbg@aol.com

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Career Source Florida  
1580 Waldo Palmer Lane, Suite 1  
Tallahassee, FL 32308

September 2, 2020

To Whom It May Concern:

As President, I write this letter on behalf of T.F.R., Inc. dba Ross Plumbing to request the Express Employment Professionals Business Office Technology Certification's addition to the CAPE Industry Certification Funding List. This certification is important to not only T.F.R., Inc. dba Ross Plumbing but to the whole professional services industry because it serves as a signal of qualified applicants. The certification validates fluency in office technology skills, including Microsoft Office systems, as well as workplace standards and practices. Express Employment Professionals Business Office Technology Certification earners are more qualified for a career in the professional services industry.

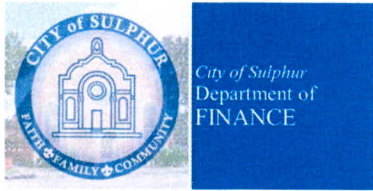
T.F.R., Inc. dba Ross Plumbing is a commercial and residential plumbing contracting company that specializes in local service for our community, as well as statewide new construction. In our industry, it is extremely difficult to find job candidates who have a strong background in various forms of workplace technologies and know how to apply that knowledge in a practical manner. Seeing the Express Employment Professionals Business Office Technology Certification on someone's résumé saves me hours in an interview and lots of money on onboarding and training. Without the certification, I have to allow applicants to justify themselves in an interview, which is not always the best test of knowledge or skills. Often new hires need extensive training on workplace technologies and standards. I know T.F.R., Inc. dba Ross Plumbing is not alone in this.

T.F.R., Inc. dba Ross Plumbing is so glad CTE students have access to this certification in high school so they can get to work immediately.

Sincerely,



Terry Ross, President  
Rossplbg1@gmail.com



Jennifer Thorn, Director

**City of Sulphur**  
**Finance**  
P.O. Box 1309  
Sulphur, LA 70664-1309  
**Phone:** 337-527-4509  
**Fax:** 337-527-4566  
[www.sulphur.org](http://www.sulphur.org)



Mike Danahay, Mayor

March 29, 2021

To whom it may concern:

My name is Jennifer Thorn, and I am the finance director for the City of Sulphur. In my position, I oversee budget management, payroll, assets, accounting, debt management, investments, and financial reporting. The finance department maintains and manages financial records in compliance with state and federal laws and generally accepted accounting principles. The department also creates and maintains financial planning, reporting and central support systems to safeguard the city's assets and provide quality service to residents. In addition, we are also responsible for all human resources services.

Because our department is so regulated and oversees so many vital documents and functions, it is imperative our staff have a working knowledge of common business technologies. Even in today's age of vast technology implementation, it is challenging to find an individual who has the technical computer skills necessary to be a productive employee. When I learned about the Express Employment Professionals Business Office Technology Certification, I was intrigued. This certification indicates an individual has undergone serious training and has a strong background in computer systems and common workplace procedures.

As a department, we often struggle to identify job candidates who can operate computer technologies in an office setting. Many of today's young people can use computers for entertainment or communication, but not all can effectively use computer systems in an office setting. Seeing the Express Employment Professionals Certification on an applicant's resume shows me they can implement core technology and business practices in the Sulphur's finance department.

I encourage the state of Louisiana to approve the Express Employment Professionals Business Office Technology Certification and add it to the Industry-Based Certification Focus List so employers like myself can have access to a greater number of applicants who have the knowledge and skills needed for success in today's modern workplace.

Best,

A handwritten signature in black ink that reads 'Jennifer Thorn'.

Jennifer Thorn  
Director of Finance  
City of Sulphur



South Campus  
1100 E. Airport Drive  
Carthage, Missouri 64836  
417-359-7026  
Fax: 417-359-7098



North Campus  
609 River Street  
Carthage, Mo 64836  
417-359-7095  
Fax: 417-359-7419

Dr. Holley Goodnight  
Director

[www.carthagetech.org](http://www.carthagetech.org)

Dr. Mark Baker  
Superintendent

Mr. Gage Tiller  
Assistant Director

May 2, 2022

To whom it may concern;

Please accept this letter of support for the **iCEV Express Employment Professionals Business Office Technology** and **Express Employment Professionals Career Preparedness Certifications**. The current list of approved IRC and Stackable credentials is lacking in the area of Business and Marketing. These two certifications address many of the areas of need that we routinely hear from our advisory boards; particularly the Office Technology Certification. Carthage Technical Center strongly supports the approval of these certifications either as stand alone or stackable IRC's.

These two exams address the areas of technical skills necessary to be successful in the business world. They also address workplace readiness and expectations, and ethics within the business environment. These things have all been woven into our business courses for years, but there are few IRC's that are valid and show a student's progress in these areas; these two certifications would provide a great opportunity for students to showcase these knowledge, skills, and abilities.

Thank you for your time and consideration,

A handwritten signature in cursive script, appearing to read "Gage Tiller".

Gage Tiller, Assistant Director  
Carthage Technical Center

"Making the Future Work"



CASA of South Central Missouri  
406 N. Main, Suite A  
PO Box 31  
Rolla, MO 65402

April 26, 2022

To Whom It May Concern:

CASA of South Central Missouri is a 501(c)3 non-profit organization that serves children in foster care within the 25th Judicial Circuit. I have served as a grant writer and development person for the past 11 years. We recruit volunteers who serve as judicial advocates for children who are part of the foster care system in the four counties that make-up the 25th Judicial Circuit. Presently we have 153 advocates who serve 357 children. We employ eleven administrators and volunteer supervisors. We are located in South Central Missouri which includes the counties of Maries, Phelps, Pulaski and Texas. Rolla which is our headquarters is located directly on Interstate 44 almost exactly halfway between Springfield, MO and St. Louis, MO. We also have satellite offices in the Houston, MO. and Waynesville, MO. These two satellite offices primarily serve their respective counties of Texas and Pulaski.

The three certifications we are requesting for state approval are: Express Employment Professional Business Office Technology Certification; Express Employment Professionals Career Preparedness Certification; and Southwest Airlines Professional Communications Certification. We are requesting state approval for these certifications so that our employees and volunteers would have an opportunity to receive the training needed to be certified in these areas. Being a non-profit our employees and volunteers do not necessarily have a certain skill level for working in a professional business setting and would benefit from receiving certification training in these areas. I trust the certifying agencies of the certifications and the testing platform, iCEV. I have done some extensive research on the website and spoken with people about iCEV. As the former Career and Technical Education Director for Rolla Public Schools, my evaluation process for the iCEV method of instruction and materials is very sound.

The state approval of these certifications will offer value for our volunteers and employees by giving them the opportunity to upgrade their professional skills to afford them the opportunity to develop better human relations with our clients and amongst their co-workers. At times It is very difficult for us to find knowledgeable and skilled entry-level employees for our organization. Being a non-profit it is difficult to convince people to come to work for us at the pay rate that we can afford to pay along with the job itself having a higher stress level than a lot of other office/business operations. Because of the lack of trained workers our organization struggles to find qualified employees. If we were able to explain to people that with these three certifications, or combination of two, they would be more apt to be hired and it would help to lessen their probationary period, I think it would suffice to say that we would have a larger and more highly trained pool of applicants that would help us address some of the hiring difficulties we are experiencing. I also think that if we could tie the certification process to a pay incentive for exiting employees that it might extend the length of employment for those individuals as well.

Again, being a primarily volunteer organization, having the opportunity to offer our volunteers and employees the opportunity to receive the three certifications that are mentioned above for state approval would help greatly to recruit, retain, and promote both our employees, as well as develop a better court advocate volunteer. We presently have over 500 children in foster care and our goal is to have a volunteer advocate for everyone of those 500 children. It is imperative that we find a way to be able to have at least another 75 volunteers and 5 more employees to reach that goal. The proposed employment certifications would definitely help us reach that goal in a reasonable amount of time.

Sincerely,

Janece Martin  
Community Liaison  
CASA of South Central Missouri

**Pulaski County Office**  
301 Route 66, Suite 206  
Waynesville, MO 65583  
[pulaski@casascmo.org](mailto:pulaski@casascmo.org)

**Main Office**  
PO. Box 31  
Rolla, MO 65402-0031  
573-426-5437  
[info@casascmo.org](mailto:info@casascmo.org)

**Texas County Office**  
519 N Grand Ave  
Houston, MO 65483  
[texas@casascmo.org](mailto:texas@casascmo.org)



Express Employment Professional  
3973 S McCarran Blvd Reno, NV 89502  
775-826-4442

1/31/2022

To Whom It May Concern:

*I am writing in support of educating and preparing our workforce through the Express Certification programs for both Business Office Technology and Career Preparedness Certifications.*

- Business Office Technology Certification – verifies individuals have acquired the technical computer skills necessary to be competitive in today’s modern workplace. Nearly 1,800 individuals have earned this certification.
- Career Preparedness Certification – validates candidates have a basic understanding of the workplace and their role in a business environment. More than 2,500 individuals have earned this certification

Express Employment Professionals is a staffing partner in the Reno location and as a franchise owner, I see great value in this program that can help prepare our workforce for what Business Owners and Companies are looking for.

At Express we help staff over 100 Businesses in the Reno Market, and see the need to give our community a resource to help elevate the skill level needed to keep our community business savvy.

With the Reno market providing so many opportunities, we need to offer a resource to give a competitive edge for our company’s, workers, and Job seekers. These certifications will equip our workplace to be more business minded and lays the groundwork of expectations.

We staff over 300 workers in our area and see many employees wanting to move up in their careers and need that boost of knowledge to get them there.

I would like to use this certification program not only for my own business with our outside hires, but for my internal hires as well!

In our field we work with many entry level workers just getting into the working market, or workers that have not yet been successful in the working market. Many do not know what to expect, what companies expect from them, how to communicate, what a good employee looks like and common courtesy on the job.

I am hoping for a way to be a resource and help by getting this program approved.

Sincerely,  
Michele Davies



Express Employment Professionals  
9664 Eagle Ranch Road Northwest  
Suite #2  
Albuquerque, NM 87114  
(505) 508-2162

Jan. 28, 2022

To Whom It May Concern:

Express Employment Professionals helps local business find workers; the jobs we have available are a reflection of our local client companies. Annually Express helps more than 73,000 businesses find workers, employing more than half a million people each year. I have been the franchise owner of the Albuquerque, NM location since 2019.

This letter is to request the approval of our Business Office Technology Certification for the state of New Mexico.

Express has been putting people to work for nearly 40 years, and we believe strongly in making every effort to equip individuals with the in-demand skills of today's workplace. Earning the Business Office Technology Certification ensures the preparation of workers who understand:

- Office Technology Skills
- Word Processing Applications
- Digital Presentation Applications
- Spreadsheet Applications
- Desktop Publishing Programs
- Workplace Communication Strategies

We wanted to give people a way to demonstrate their work readiness, and these skills are valuable in entry-level IT jobs, as well as relevant in a variety of roles. Express helps all types of professionals find jobs.

Within Express we believe there is honor in work, and that the opportunity to work and provide for yourself and your family is a privilege and responsibility. I would consider individuals that have earned this certification to have the skills necessary to use the different technology

platforms and systems critical in today's workplace and would honor the opportunity to help them find work.

I urge the state of New Mexico to approve the Business Office Technology Certification to ensure more individuals are ready to build great careers.

Sincerely,

A handwritten signature in black ink, appearing to read 'J Thom', with a long horizontal flourish extending to the right.

Jonathan Thom  
Express Employment Professionals Franchisee of Albuquerque, NM.



May 2, 2018

To Whom It May Concern:

I am writing this letter in support of the Business Office Technology Certification endorsed by Express Employment Professionals.

I am the Accounting Manager for Matador Resources Company – Delaware located in Roswell, NM. I have worked in the accounting field for 38 years and received my bachelor's degree in accounting and business admin approximately 12 years ago. Knowing the difference it made in my life is testament to how important proper training and certification is.

Students who earn certification demonstrate that they are more prepared for the job market than students without certification are, especially in an office setting. To earn certification, the student must demonstrate mastery of several competencies that are necessary in our work environment, including:

- Understanding that technology is key in the workplace and demonstrating ways to use technology to improve business processes
- Recognizing and operating various software applications such as word processing, spreadsheet, presentation and database applications
- Preparing and uploading data correctly
- Developing documents in a business/professional manner or format
- Demonstrating proper oral and written communication practices for a variety of communication mediums (i.e. phone, email, business letters, etc.)
- Troubleshooting issues related to software and networking applications

As a manager, it is important to have employees that can handle the day-to-day tasks required in an office setting. When students lack either the technical or the soft skills necessary to succeed in a fast-paced, formal, office environment it creates extra work and time to get the process done correctly. A student that has earned the Business Office Technology Certification that is endorsed by Express Employment Professionals would be more qualified for employment than a candidate without the certification. Without a doubt, the certification is valuable to both the potential employee and the employer as it validates several of the skills needed to thrive in our business.

Sincerely,

**Jackie Powell**

Accounting Manager | Matador Resource Company

575.623.6601 | [JPowell@matadorresources.com](mailto:JPowell@matadorresources.com)



July 20, 2022

Review Committee,

This letter is in endorsement of the Express Employment Professionals Business Office Technology Certification. My name is Hal Muetzel, and I am the owner of the Express Employment Professionals location in Oxford, North Carolina. Every day, we help people find jobs and provide workforce solutions to businesses. We provide a full range of employment solutions that include full-time, temporary, and part-time employment in a wide range of positions, including Professional, Skilled Trades, Light Industrial, and Office Services. Additionally, I work with the school board in Granville County and serve on their CTE Committee. I am currently working to engage with another area school district, as well. I understand the positive impact this certification has on individuals on multiple levels.

The Express Employment Professionals Business Office Technology Certification verifies individuals have acquired the technical computer skills necessary to be competitive in today's modern workplace. This certification exam is based on industry standards developed by Express Employment Professionals including technology impacts on the workplace, document creation & editing procedures, telecommunications techniques, and business applications of database technology. Earners of this certification are prepared to enter the workforce with the basic skills needed in any office job.

I would like to see state approval of this certification because it will not only help us get our clients hired but will ensure our associates are prepared. I believe that earners of this certification have proven they have the skill set necessary to succeed in the workforce. As a global staffing provider with more than 35 years of experience, we take great responsibility for sharing our knowledge of and passion for developing effective and confident employees. This certification gives individuals confidence and proves their drive to succeed.

The Express Employment Professionals Business Office Technology Certification will create a large, positive impact on the North Carolina workforce. Internally, this certification ensures our associates are prepared. Our clients expect us to provide associates that can return instant value, and the Express Employment Professionals Business Office Technology Certification is an effective way to communicate that our associates are ready for work. I hope to see the implementation of this certification for North Carolina individuals of all stages of their education and career in the future.

Sincerely,

A handwritten signature in black ink that reads "Hal Muetzel". The signature is written in a cursive style with a large initial "H" and "M".

Hal Muetzel

Owner

Express Employment Professionals

124 Main Street

Oxford, North Carolina 27565



Express Employment Professionals  
5306 NC Highway 55, Ste 103-104  
Durham, NC 27713  
(919) 572-6755

August 17, 2022

To Whom It May Concern:

This letter is to request the approval of our Business Office Technology Certification for the state of North Carolina.

Express Employment Professionals helps local business find workers; the jobs we have available are a reflection of our client companies in the communities we serve. Annually, Express helps more than 73,000 businesses find workers throughout the United States, employing more than half a million people each year. Express has 21 office locations in North Carolina. Locally, through our offices in Durham & Raleigh, our offices help over 1,000 individuals find employment every year and we just celebrated 25 years in business.

Express has been putting people to work for nearly 40 years, and we believe strongly in making every effort to equip individuals with the in-demand skills of today's workplace. Earning the Business Office Technology Certification ensures the preparation of workers who understand:

- Office Technology Skills
- Word Processing Applications
- Digital Presentation Applications
- Spreadsheet Applications
- Desktop Publishing Programs
- Workplace Communication Strategies

We wanted to give people a way to demonstrate their work readiness, and these skills are valuable in entry-level IT and administrative jobs, as well as relevant in a variety of roles. Express helps all types of professionals find jobs and advance in their career path.

Within Express we believe there is honor in work, and that the opportunity to work and provide for yourself and your family is a privilege and responsibility. I would consider individuals that have earned this certification to have the skills necessary to use the different technology platforms and systems critical in today's workplace and would honor the opportunity to help them find work.

I urge the state of North Carolina to approve the Business Office Technology Certification to ensure more individuals are ready to build great careers.

Sincerely,

A handwritten signature in blue ink that reads "Jeffrey K. Higdon".

Jeff Higdon  
Express Employment Professionals Franchisee of Durham, NC & Raleigh, NC





Express Employment Professionals  
5348 Broadview Road  
Parma, OH 44134  
216-459-2800

March 22, 2022

To Whom It May Concern:

Express Employment Professionals helps local business find workers; the jobs we have available are a reflection of our local client companies. Annually Express helps more than 73,000 businesses find workers, employing more than half a million people each year. I have been the franchise owner of the Parma, OH location since 2021.

This letter is to request the approval of our Business Office Technology Certification for the state of Ohio.

Express has been putting people to work for nearly 40 years, and we believe strongly in making every effort to equip individuals with the in-demand skills of today's workplace. Earning the Business Office Technology Certification ensures the preparation of workers who understand:

- Office Technology Skills
- Word Processing Applications
- Digital Presentation Applications
- Spreadsheet Applications
- Desktop Publishing Programs
- Workplace Communication Strategies

We wanted to give people a way to demonstrate their work readiness, and these skills are valuable in entry-level IT jobs, as well as relevant in a variety of roles. Express helps all types of professionals find jobs.

Within Express we believe there is honor in work, and that the opportunity to work and provide for yourself and your family is a privilege and responsibility. I would consider individuals that have earned this certification to have the skills necessary to use the different technology platforms and systems critical in today's workplace and would honor the opportunity to help them find work.

I urge the state of Ohio to approve the Business Office Technology Certification to ensure more individuals are ready to build great careers.

Sincerely,

Earl Bell  
Express Employment Professionals Franchisee of Parma, Ohio.



Express Employment Professionals  
2200 N. Limestone St.  
Suite #116  
Springfield, OH 45503  
(937) 399-5323

April 14, 2022

To Whom It May Concern:

Express Employment Professionals helps local business find workers; the jobs we have available reflect our local client company's talent needs. Annually Express helps more than 73,000 businesses find workers, employing more than half a million people each year. We have been franchise owners of the Springfield, OH location since 2001.

This letter is to request the approval of our Business Office Technology Certification for the state of Ohio.

Express has been putting people to work for nearly 40 years, and we believe strongly in making every effort to equip individuals with the in-demand skills of today's workplace. Earning the Business Office Technology Certification ensures the preparation of workers who understand:

- Office Technology Skills
- Word Processing Applications
- Digital Presentation Applications
- Spreadsheet Applications
- Desktop Publishing Programs
- Workplace Communication Strategies

We wanted to give people a way to demonstrate their work readiness, and these skills are valuable in entry-level IT jobs, as well as relevant in a variety of roles. Express helps all types of professionals find jobs.

Within Express we believe there is honor in work, and that the opportunity to work and provide for yourself and your family is a privilege and responsibility. I would consider individuals that have earned this certification to have the skills necessary to use the different technology

platforms and systems critical in today's workplace and would honor the opportunity to help them find work.

I urge the state of Ohio to approve the Business Office Technology Certification to ensure more individuals are ready to build great careers.

Sincerely,

*Bud Downing*

Bud Downing

Express Employment Professionals Franchisee of Albuquerque, NM.



Kristi Nixon  
Owner  
Express Employment Professionals  
1459 Interstate Dr. Ste E  
Cookeville, TN 38506

August 6, 2020

To Whom it May Concern:

According to a Gallup survey, Americans have little confidence in high school graduates' preparedness to enter college or the workforce. As owner of Express Employment Professionals – Cookeville, TN, my long-term goal is to better my community by putting thousands to work annually. To support this goal of developing a stronger and more capable future workforce, I am excited to offer the Business Office Technology certification. With the increased use of technology within all areas of business, from customer service to manufacturing, evaluating the business skills and technology proficiencies of potential employees has become even more important.

We here at Express Employment Professionals work closely with business owners and individuals from a wide variety of fields. As a global staffing provider with more than 35 years of experience, we take great responsibility for developing effective and confident employees. We prepare these individuals to help increase profitability and productiveness in the companies we serve.

This certification verifies individuals possess the skills necessary to discover, pursue, and successfully achieve career goals. It also assesses knowledge and skills required to be successful in a business environment

Individuals with Business Technology skills are more prepared to embrace existing digital procedures within the workplace and have a strong understanding of commonly used business operating software. This core knowledge is foundational as learning new software programs is recurrent in today business environment.

The Express Employment Professionals Business Office Technology Certification is a multifaceted advantage for both the employee and the company. It serves as a powerful steppingstone for individuals to excel in the workplace, while helping companies protect their bottom lines.

Sincerely,

A handwritten signature in black ink that reads "Kristi S. Nixon". The signature is written in a cursive style.

**Kristi Nixon**



**To whom it may concern:**

At Express Employment Professionals, our long-term goal is to put a million people to work annually. To support the development of the future workforce, we are excited to offer the Business Office Technology certification. In today's modern workplaces technology permeates all types of jobs, even those formerly thought to be only blue collar. Consequently, having a process to evaluate and assess technology skill is more important today than ever before. Transitioning beyond using computers and technology for recreation and social communication is an important advancement to the business world.

As a global staffing provider with more than 35 years of experience, we take great responsibility in sharing our knowledge of and passion for developing effective and confident employees. This certification validate individuals can demonstrate the knowledge and skills required to be successful in a business environment. By earning the Business Office Technology Certification individuals validate their commitment to gain a full understanding of the core programs used in today's workplace. Achieving the certification also demonstrates their dedication to learning and desire to succeed.

As a Tennessee franchisee with four offices and nearly 1000 associates working every week, we engage with leaders in a wide variety of fields to lead the way in matching qualified employees with the right workforce fit for them. Our clients expect us to provide associates that can return *instant value* and the Express Employment Professionals Business Office Technology Certification is an effective way to communicate that associates are ready for work.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronnie Morris".

**Ronnie Morris**

Franchise Owner – Jackson, Lexington, Henderson and Paris TN  
Express Employment Professionals





**TENNESSEE FARM BUREAU FEDERATION**

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To Whom It May Concern,

May 15, 2018

I am writing this letter to voice our support of the Express Business Office Technology Certification for students to be more career ready when reaching the job market.

We have seen the importance and value of students who have taken the steps through educational certification to be more career ready.

In our experience hiring new employees we have seen applicants with recognized certification came with a much higher value than those that do not.

We hope that our regional school districts will consider implementing a program that will provide students the avenue to obtain certifications that will help them secure employment .

Respectfully,

A handwritten signature in blue ink that reads 'Audra Wagner'.

Audra Wagner





May 15, 2018

Re: Express Employment Professionals Business Office Technology Certification

To Whom it May Concern:

I am writing to convey my support for the Express Employment Professionals Business Office Technology Certification.

In a fast-paced world filled driven by social media it is vital for students to learn professional ways to communicate and navigate the business world. As a sales representative for Advanced Graphix for many years and experience in the consumer-packaged goods industry, I have seen the need for younger generations to be well versed in business technology skills. This Certification will give individuals a leg up in comparison to their peers.

It is my hope that the state will consider using these programs as vital tools for individuals to gain certifications that will help them to obtain employment and create long lasting careers.

Sincerely,

Amanda Greer  
Sales Representative



A unit of American Electric Power

AEP Texas  
539 Carancahua Street  
17th Floor  
Corpus Christi, TX 78478  
AEPTexas.com

May 11, 2018

To Whom It May Concern:

I am writing this letter in support of the Business Office Technology Certification endorsed by Express Employment Professionals. Working as a business professional in the electric utility industry for 39 years, I have seen how technological advancements continue to change the business world. Working in a management role for AEP Texas for most of my career has provided me with the opportunity to serve on numerous professional and non-profit boards in my community. One in particular, that I would like to mention is the Port Industries of Corpus Christi (PICC) where I currently serve as an officer on the executive board in addition to serving as a past Chairman of The Board. The PICC is a Coastal Bend alliance made up of refiners, chemical and bulk material manufactures, rig fabricators, energy providers, and supporting distribution and terminal facilities located in Nueces, San Patricio, and Kleberg Counties. One of the key issues that is discussed routinely by the members of PICC is the lack of an available trained and skilled workforce. Students who earn this certification have demonstrated that they are more career ready than a student without the certification, especially in an office setting. To earn the certification, the student must demonstrate mastery of several competencies that are necessary in our work environment, including:

- Understanding the role of technology in the workplace and demonstrating ways to use technology to improve business processes
- Recognizing and operating various software applications such as word processing, spreadsheet, presentation and database applications
- Operating email and calendar software applications
- Developing documents in a business/professional manner or format
- Demonstrating proper oral and written communication practices for a variety of communication mediums (i.e. phone, email, business letters, etc.)

As an employer, it is important to find employees that can handle the day-to-day tasks required in an office setting. Several students lack either the technical or soft skills to succeed in a fast-paced, formal, office environment. A student that has earned the Business Office Technology Certification that is endorsed by Express Employment Professionals has proven that they are more qualified for employment than a candidate without the certification. Without a doubt, this certification is valuable to both the potential employee and the employer as it validates several of the much needed skills our employees need to thrive in our business.

Sincerely,

A handwritten signature in blue ink that reads "Ken Griffin".

Ken Griffin

Community Affairs & Customer Services Manager



May 9, 2018

To Whom It May Concern:

I am writing this letter in support of Certification coursework and exams as they are used to prepare students for gainful and meaningful employment. Preparation for work and a career is enhanced greatly by courses and certifications to verify readiness to be employed.

As an owner/operator of an investment business, specializing primarily in real estate investments; I know that students that take courses and certification exams are more prepared to do the required work of the businesses in which they are employed. They are ready with expectation and anticipation of what needs to be done on the job. Along with actual work duties, customer support is vital. Communicating with customers and tending to their needs appropriately and in a timely manner is vital to a business's existence. Employees that possess the soft skills to keep a business' purpose and image as a focal point of each work day are priceless.

- Teamwork
- Leadership
- Positive customer service and its impact on the business
- Timeliness
- Quality work

Each of the above qualities can be refined through certification coursework and exams. As a member of our business and educational communities, I can see where every student in High School could greatly benefit from completing the Professional Communications Certification endorsed by Southwest Airlines, the Business Office Technology Certification, or the Career Preparedness Certification, both endorsed by Express Office Professionals.

It is a struggle to find employees who demonstrate the "soft-skills" that all businesses rely on for success. An employee that has earned either of these certifications would demonstrate to a business owner that they are more qualified for employment than a candidate without the certification. I do hope that our educational system will make these certification exams available options for students to attain.

Respectfully,

*Anthony B Benton I*

Anthony Benton, Owner  
Benton Investments

# CAMPBELL CUSTOM HOMES L

May 1, 2018

To Whom It May Concern:

My name is Jason Campbell. I am the owner/president of Campbell Custom Homes, Inc. We are a family oriented, CHRISTIAN based business located at 133 East Main Street in Bullard, TX. I have owned and operated Campbell Custom Homes since 1998 in Bullard and have over 30 years vested in the industry. CCH currently has 12 employees and over 40 projects going. Running a business like this takes a lot of work and devotion from all involved. We are truly blessed with wonderful employees that we also consider family. If you add up the number of years of all CCH employees, we have over 235 years in the building industry.

I am writing this letter in support of the Business Office Technology Certification endorsed by Express Employment Professionals.

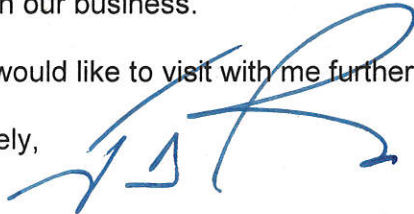
Students who earn this certification have demonstrated that they are more career ready than a student without the certification, especially in an office setting. To earn the certification, the student must demonstrate mastery of several competencies that are necessary in our work environment, including:

- Understanding the role of technology in the workplace and demonstrating ways to use technology to improve business processes
- Recognizing and operating various software applications such as word processing, spreadsheet, presentation and database applications
- Developing documents in a business/professional manner or format
- Demonstrating proper oral and written communication practices for a variety of communication mediums (i.e. phone, email, business letters, etc.)

As an employer, it is important to find employees that can handle the day-to-day tasks required in an office setting, as well as outside representing a company. Several students lack either the technical or soft skills to succeed in a fast-paced, work environment. A student that has earned the Business Office Technology Certification that is endorsed by Express Employment Professionals has proven that they are more qualified for employment than a candidate without the certification. Without a doubt, this certification is valuable to both the potential employee and the employer as it validates several of the much-needed skills our employees need to thrive in our business.

If you would like to visit with me further about this, please feel free to call me at (903) 752-5232.

Sincerely,



Jason Campbell  
Owner/President

**"For every house is built by someone, but God is the builder of everything." Hebrews 3:4**

P.O. Box 965 · Bullard, TX 75757 ▪ 903.894.1039 ▪ Fax: 903.894.1051

[www.campbellcustomhomes.org](http://www.campbellcustomhomes.org)



Caterpillar Inc.

2000 Texas Central Parkway  
Waco, Texas 76712  
Office: (254) 297-6316  
Fax: (254) 297-2303

To whom it may concern,

May 8, 2018

I am writing this letter in support of the Business Office Technology certification endorsed by Express Employment Professionals.

For the previous 3 years, I have been a Senior Associate Design Engineer for Caterpillar in Waco, Texas working in product development of hydraulic work tools for hydraulic excavators. Prior to this role, I worked for 2.5 years at CNH Industrial in product development of Case IH combine harvesting equipment in Davenport, Iowa. In my brief career, I have had the opportunity to work for two of the largest equipment manufacturers in the world. Both companies set high expectations for their employees to know how to use Microsoft office and laptop computers. Over 90% of my time is spent at my desk on a computer.

Students who earn this certification have demonstrated that they are more career ready than a student without the certification, especially in an office setting such as mine. To earn this certification, the student must demonstrate mastery of several competencies that are necessary in our work environment, including: recognizing and effectively operating email, calendar, spreadsheet, presentation and, database applications; demonstrating proper oral and written communications; and understanding and/or improving business process through technology in the workplace.

As an employee who witnessed co-workers struggling with office environment tasks and skills, I strongly advise today's students to learn Business Office Technology and seek certification that is endorsed by Express Employment Professionals. Without a doubt, this certification is valuable to both the potential employee and the employer as it validates several of the much-needed skills required to thrive in a product development work environment.

Sincerely,

A handwritten signature in blue ink that reads "Jordan Beckhusen".

Jordan Beckhusen  
Senior Associate Engineer



May 14, 2018

To Whom It May Concern:

Please accept this letter expressing my support of the Express Employment Professionals Business Office Technology Certification. As the owner of Brand Source Radio lab, a successful local small business in Lubbock, and as an individual who has served on the Brand Source National Board of Directors, a \$14 billion operation, including serving two terms as Brand Source Southwest Regional President, I am very familiar with business and corporate workforce needs as well as the importance of educating and certifying individuals to be prepared and hired for the workforce.

Individuals who earn this certification have demonstrated that they are more career ready than a student without the certification, especially in an office setting. To earn the certification, the individuals must demonstrate mastery of several competencies that are necessary in our work environment, including:

- Understanding the role of technology in the workplace and demonstrating ways to use technology to improve business processes
- Recognizing and operating various software applications such as word processing, spreadsheet, presentation and database applications
- Operating email and calendar software applications
- Demonstrating proper oral and written communication practices for a variety of communication mediums (i.e. phone, email, business letters, etc.)
- Troubleshooting issues related to software and networking applications

As an employer, it is important to find employees that can handle the day-to-day tasks required in an office setting. Many lack either the technical or soft skills to succeed in a fast-paced, formal, office environment. An individual that has earned the Business Office Technology Certification by Express Employment Professionals has proven that they are more qualified for employment than a candidate without the certification. For these reasons, I strongly support Business Office Technology Certification, by Express Employment Professionals.

Sincerely,

A handwritten signature in black ink that reads "Jeff Griffith". The signature is written in a cursive, flowing style.

Jeff Griffith  
City Council Member  
District 3

May 7, 2018

To Whom It May Concern:

I am writing this letter in support of Certification coursework and exams as they are used to prepare students for gainful and meaningful employment. Preparation for work and a career is enhanced greatly by courses and certifications to verify readiness to be employed.

As the Career and Technology Department Chair, I know that students that take courses and certification exams are more prepared to do the required work of the businesses in which they are employed. They are ready with expectation and anticipation of what needs to be done on the job. Along with actual work duties, customer support is vital. Communicating with customers and tending to their needs appropriately and in a timely manner is vital to a business's existence. Employees that possess the soft skills to keep a business' purpose and image as a focal point of each work day are priceless.

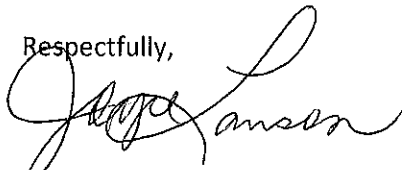
- Teamwork
- Leadership
- Positive customer service and its impact on the business
- Timeliness
- Quality work

Each of the above qualities can be refined through certification coursework and exams. As a member of our business and educational communities, I can see where every student in High School could greatly benefit from completing the Professional Communications Certification endorsed by Southwest Airlines, the Business Office Technology Certification, or the Career Preparedness Certification, both endorsed by Express Office Professionals.

It is a struggle to find employees who demonstrate the "soft-skills" that all businesses rely on for success. An employee that has earned either of these certifications would demonstrate to a business owner that they are more qualified for employment than a candidate without the certification.

I do hope that our educational system will make these certification exams available options for students to attain.

Respectfully,



Joyce Lawson  
Thurgood Marshall High School  
Career and Technology Department Chair  
281-634-6754 (Work)  
832-372-9618 (Cell)



4601 Bosque Boulevard | Waco, Texas 76710  
254.776.1660 Office | 254.776.1667 Fax  
ExtracoEventsCenter.com

**Board of Directors**

Mike Lewis  
Chairman of the Board

February 8, 2021

Tanner Moore  
Chairman-Elect

To Whom It May Concern:

Ted Teague  
Secretary

I am writing this letter in support of the Elanco Fundamentals of Animal Science Certification by Elanco.

Mike Tawater  
Treasurer

Brent Neuhaus  
Immediate Past Chairman

The Extraco Event Center is a multi-use facility that hosts year-round events and entertainment as well as the 10-day Heart O' Texas Fair & Rodeo. Our front office, professional staff consists of 15 full time employees that are responsible for the day-to-day business activities and coordination of all events. Our company has served Central Texas for over 50 years. I serve as the Vice President – Fair Division and responsible for overseeing the Fair & Rodeo, Outdoor Expo, volunteers, and the Pre- Sale Program as well serve the senior level management team. I coordinate full time employees, temporary employees, and all volunteer efforts.

Wes Allison  
President/CEO

**Directors**

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Beau Chastain  
Jake Coleman  
Wes Dowd  
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Emily McElreath  
Rosemary Mayes-Rafuse  
Bob Mock  
Tom Morgan  
Bud Munroe  
Debbie Parker-Fair  
David Post  
Diane Walters  
Trey Warren  
Whit Weems  
Charles Wiley\*  
Rob Wolaver  
T.J. Zawacki

Students who earn this certification have demonstrated that they have a mastery of concepts vital to succeeding in this industry, including:

- analyze the growth and development of the livestock industry as a global economy
- determine the important role animals play in everyday life
- understand common management practices for various species, including housing, reproduction, nutrition and health management
- explain the harvesting process of various livestock species and explore federal and state meat inspection Standards

It is imperative we have a pipeline of skilled workers for current and future positions in the industry. Those that have earned the Elanco Fundamentals of Animal Science Certification that was created by a nationally recognized association such as Elanco has proven that they are more qualified for employment in the animal science industry than a candidate without the certification and is more likely to be employed. In addition, this certification is extremely valuable to employers as it helps connects us to qualified candidates and should be offered at all schools with courses in animal science.

\*Executive Board Member

Dustin Coufal  
General Manager  
Extraco Events Center







**Chris Jasper, LUTCF**  
**Agency Owner**  
7021 Kewanee Avenue Suite 9-101  
Lubbock, TX 79424  
Tel 806.783.0262  
Fax 806.722.3971  
806-783-0262  
cjasper@farmersagent.com

May 18, 2018

To Whom It May Concern:

I am writing this letter in support of the Business Office Technology Certification endorsed by Express Employment Professionals.

As an Insurance Agency Owner, I have over 17 years of experience managing business and office operations. Employees in my office communicate with clients daily, as well as maintain customer records and generate business documents using software applications such as Microsoft® Office.

The Business Office Technology Certification demonstrates to potential employers that student applicants have acquired essential skills required to succeed in a professional environment and are more career-ready than a student who is not certified. To earn the certification, the student must demonstrate mastery of several competencies that are necessary in our office environment, including: proper oral and written communication practices for a variety of communication mediums, developing documents in a professional format and operating various software applications such as word processing, spreadsheet, presentation and database applications.

As an employer, it is important to find employees that can handle the day-to-day tasks required in our office setting. Several students lack either the technical or soft skills to succeed in a fast-paced, formal, office environment. A student that has earned the Business Office Technology Certification that is endorsed by Express Employment Professionals has proven that they are more qualified for employment than a candidate without the certification. Without a doubt, this certification is valuable to both the potential employee and the employer as it validates several of the much needed skills our employees need to thrive in our business.

Sincerely,

Chris Jasper  
Agency Owner



May 15, 2018

To Whom It May Concern:

Education and experience are two of the most important tools required in the workforce today. My 23 years of banking experience has led me to believe the earlier a person can decide on the areas of interest for a career the better chance they have of achieving the most success.

First United Bank and Trust is a \$6 Billion privately held company with 35 branches throughout Texas with a total of 72 branches in the region. Traveling throughout south central Texas, I interact with team members on a daily basis. I am writing this letter in support of the Business Office Technology Certification endorsed by Express Employment Professionals.

Students who earn this certification have demonstrated they are more career ready than a student without the certification, especially in an office setting. To earn the certification, the student must demonstrate mastery of several competencies that are necessary in our work environment:

- Recognizing and operating various software applications such as word processing, spreadsheet, presentation and database applications
- Developing documents in a business/professional manner or format
- Demonstrating proper oral and written communication practices for a variety of communication mediums (i.e. phone, email, business letters, etc.)

As an employer, it is important to find employees that can handle the day-to-day tasks required in an office setting. Many people lack either the technical or soft skills to succeed in a fast-paced, formal, officer environment. A student that has earned the Business Office Technology Certification that is endorsed by Express Employment Professionals has proven they are more qualified for employment than a candidate without the certification. Without a doubt, this certification is valuable to both the potential employee and the employer as it validates several of the much needed skills our employees need to have confidence and thrive in our business.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Brian Baumann', with a long horizontal flourish extending to the right.

Brian Baumann, SVP  
Regional Market President-Central Texas  
200 N. Austin, Seguin, TX 78155  
NMLS #827794  
P: 830-401-1124  
E: [Brian.Baumann@FirstUnitedBank.com](mailto:Brian.Baumann@FirstUnitedBank.com)



Corporate: 101 N. McColl Rd Ste 6, McAllen, Texas 78501

Phone: 1-800-249-7041 Fax: 956-720-0178

May 3, 2018

To Whom It May Concern:

I am writing this letter in support of the Business Office Technology Certification endorsed by Express Employment Professionals.

Students who earn this certification have demonstrated that they are more career ready than a student without the certification, especially in an office setting. To earn the certification, the student must demonstrate mastery of several competencies that are necessary in our work environment, including:

- Understanding the role of technology in the workplace and demonstrating ways to use technology to improve business processes
- Recognizing and operating various software applications such as word processing, spreadsheet, presentation and database applications
- Operating email and calendar software applications
- Developing documents in a business/professional manner or format
- Understanding copyright issues and how to use content appropriately
- Demonstrating proper oral and written communication practices for a variety of communication mediums (i.e. phone, email, business letters, etc.)
- Troubleshooting issues related to software and networking applications

As an employer, we look for employees that can handle the day-to-day tasks required in an office setting. Several potential employees, we have found, lack either the technical or soft skills to succeed in a fast-paced, formal, office environment. A student that has earned the Business Office Technology Certification that is endorsed by Express Employment Professionals has proven that they are more qualified for employment than a candidate without the certification. Without a doubt, this certification is valuable to both the potential employee and the employer as it validates several of the much-needed skills our employees need to thrive in our business.

Sincerely,

A handwritten signature in blue ink, appearing to read "M. Killion", with a long, sweeping underline.

Mitch Killion  
President

PO Box 53451  
Lubbock, TX 79453

(806)794-5600  
Fax: (806)783-8701



May 10, 2018

To Whom It May Concern:

I am writing this letter in support of the Business Office Technology Certification endorsed by Express Employment Professionals.

I am the owner and president of Forster Construction, Inc. We are a residential and commercial roofing firm. By using several forms of technology and software applications, we are able to assess roofs, give estimates, work with insurance companies and homeowners in the replacement of their roofs. We are also able to service customers in the west Texas and eastern New Mexico area.

Students who earn the Business Office Technology Certification have demonstrated that they are more career ready than a student without the certification, especially in an office setting. This is something we definitely look at when we are hiring. To earn the certification, the student must demonstrate mastery of several competencies that are necessary in our work environment, including:

- Recognizing and operating various software applications such as word processing, spreadsheet, presentation and database applications.
- Developing roofing bids in a business/professional manner and format
- Demonstrating proper oral and written communication practices with our customers for a variety of communication mediums.
- Understanding the role technology in the roofing industry.

As an employer, it is important to find employees that can handle the day-to-day tasks required in an office setting and out with the customers. Several students lack either the technical or soft skills to succeed in a fast-paced roofing company. A student that has earned the Business Office Technology Certification that is endorsed by Express Employment Professionals has proven that they are more qualified for employment than a candidate without the certification. Without a doubt, this certification is valuable to us as we use so much technology in every aspect of our jobs.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Kyle Forster', is written over a light blue horizontal line.

Kyle Forster  
Forster Construction



GLASSCOCK COUNTY CO-OP  
300 CR CO-OP

Garden City, TX 79739

To Whom it May Concern:

I am writing this letter to voice our support of the Business office Technology certification to better prepare students ahead of reaching the workforce.

As Warehousing Manager of Glasscock County Coop, I have observed the importance of finding employees who have received educational certifications and are more prepared for the roles they enter as an employee. Our warehousing division is in its early years, having only been in operation for three; however, in this time we have seen that office technology plays a massive role in the operations from networking the new office to our daily tasks. Having the opportunity to hire employees who possess a certification such as Business office Technology would greatly benefit this division as well as others within our company, and industry.

It is my hope that regional schools will consider offering programs to provide students with certifications not only in Business office technology, but others like it; so that they may gain secure employment that is both beneficial to them as well as the company which is lucky enough to have them.

Respectfully,

Colton C. McDermott

Cotton Warehouse Manager

# indecosales

805 E. 4<sup>th</sup> Ave. • Belton, Texas 76513  
800.692.4256 • [www.indecosales.com](http://www.indecosales.com)

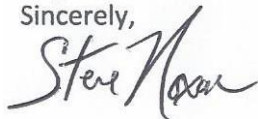
To Whom It May Concern:

I am writing this letter in support of the Express Employment Professionals Business Office Technology Certification.

Indeco Sales is one of the largest distributors of educational furniture and equipment in the USA. We have been in business for over 40 years based in Belton Texas. I have been in this industry almost 30 years and finding highly qualified and professional employees is always a challenge. As a direct salesperson we are only as good as our inside team and this Business Office Technology Certification by Express Employment Professionals would play a huge role in preparing those team members..

Offering many different certification options to individuals can be the difference for many of them moving into the world of work. As an employer, it is important to find employees that can handle the day-to-day tasks required in an office setting. Many lack either the technical or soft skills to succeed in a fast-paced, formal, office environment. An individual that has earned the Business Office Technology Certification has proven that they are more qualified for employment than a candidate without the certification. Without a doubt, this certification is valuable to both the potential employee and the employer as it validates several of the concepts are employees need to understand.

Sincerely,

A handwritten signature in black ink that reads "Steve Noxon". The signature is written in a cursive style with a large, stylized "S" and "N".

Mr. Steve Noxon

*Helping you create Dynamic Environments for learning!*

DR. KYLE E. SUNDERMAN

CHIROPRACTOR

1634 17TH STREET  
LUBBOCK, TEXAS 79401  
TELEPHONE (806) 762-2279

May 15, 2018

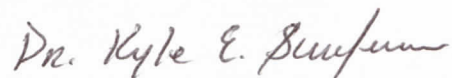
To Whom it May Concern:

I am writing this letter in support of the Express Employment Professionals Business Office Technology Certification endorsed by Express Employment Professionals.

I am a small business entrepreneur with more than 30 years of experience in hiring qualified employees. In my practice, we require potential employees be familiar with all Microsoft® Office products, have an understanding of basic business documents, mailing procedures, telephone and e-mail etiquette as well as comprehending both the security and confidentiality requirements necessary to work in a chiropractic office.

As an employer, it is important to find employees who can handle the day-to-day tasks required in an office. Some potential employees lack either the technical or soft skills needed to succeed in a fast-paced office environment. Student who earn the Business Office Technology Certification endorsed by Express Employment Professionals will prove they are more qualified for employment than a candidate without the certification. Without a doubt, this certification is valuable to both the potential employee and the employer as it validates several of the required skills our employees need to thrive in our business.

Sincerely,



Kyle Sunderman

# **MORALES**

## **FEED & SUPPLY**

May 10, 2018

To Whom It May Concern:

I am writing this letter in support of the Business Office Technology Certification endorsed by Express Employment Professionals. Morales Feed and Supply is family owned business of 30 plus years with three different locations in Devine, Lytle, and Leakey TX. As a store manager it is very important to have highly qualified associates representing our store. We typically have 5-6 employees at each location during business hours. Morales also works with the local high schools through their Ag Departments and CATE departments to employ students through the work programs. Students who earn this certification have demonstrated that they are more career ready than a student without the certification, especially in an office setting.

To earn the certification, the student must demonstrate mastery of several competencies that are necessary in our work environment, including:

- Understanding the role of technology in the workplace and demonstrating ways to use technology to improve business processes
- Recognizing and operating various software applications such as word processing, spreadsheet, presentation and database applications
- Operating email and calendar software applications
- Developing documents in a business/professional manner or format
- Understanding copyright issues and how to use content appropriately
- Demonstrating proper oral and written communication practices for a variety of communication mediums (i.e. phone, email, business letters, etc.)
- Troubleshooting issues related to software and networking applications As an employer, it is important to find employees that can handle the day-to-day tasks required in an office setting.

Several students lack either the technical or soft skills to succeed in a fast-paced, formal, office environment. A student that has earned the Business Office Technology Certification that is endorsed by Express Employment Professionals has proven that they are more qualified for employment than a candidate without the certification. Without a doubt, this certification is valuable to both the potential employee and the employer as it validates several of the much needed skills our employees need to thrive in our business. With technology today students are able to communicate with customers via email to send out invoices, bills and monthly statements. All of our payment systems are also through computer programs that employees must be familiar with.

Sincerely

Daniel Morales



# **MORALES**

## **FEED & SUPPLY**

May 10, 2018

To Whom It May Concern:

I am writing this letter in support of the Business Office Technology Certification endorsed by Express Employment Professionals. Morales Feed and Supply is family owned business of 30 plus years with three different locations in Devine, Lytle, and Leakey TX. As an Outside Salesperson it is very important to have highly qualified associates representing our store and make sure that our inventory is always correct so that I can make sure we have what customers need. We typically have 5-6 employees at each location during business hours. Morales also works with the local high schools through their Ag Departments and CATE departments to employ students through the work programs. Students who earn this certification have demonstrated that they are more career ready than a student without the certification, especially in an office setting.

To earn the certification, the student must demonstrate mastery of several competencies that are necessary in our work environment, including:

- Understanding the role of technology in the workplace and demonstrating ways to use technology to improve business processes
- Recognizing and operating various software applications such as word processing, spreadsheet, presentation and database applications
- Operating email and calendar software applications
- Developing documents in a business/professional manner or format
- Understanding copyright issues and how to use content appropriately
- Demonstrating proper oral and written communication practices for a variety of communication mediums (i.e. phone, email, business letters, etc.)
- Troubleshooting issues related to software and networking applications As an employer, it is important to find employees that can handle the day-to-day tasks required in an office setting.

Several students lack either the technical or soft skills to succeed in a fast-paced, formal, office environment. A student that has earned the Business Office Technology Certification that is endorsed by Express Employment Professionals has proven that they are more qualified for employment than a candidate without the certification. Without a doubt, this certification is valuable to both the potential employee and the employer as it validates several of the much needed skills our employees need to thrive in our business. With technology today students are able to communicate with customers via email to send out invoices, bills and monthly statements. All of our payment systems are also through computer programs that employees must be familiar with.

Sincerely

Derrick Drury

Outside Sales

# **MORALES**

## **FEED & SUPPLY**

May 10, 2018

To Whom It May Concern:

I am writing this letter in support of the Business Office Technology Certification endorsed by Express Employment Professionals. Morales Feed and Supply is family owned business of 30 plus years with three different locations in Devine, Lytle, and Leakey TX. As a Feed Specialist with outside sales it is very important to have highly qualified associates representing our store and make sure that our inventory is always correct so that I can make sure we have what customers need. We typically have 5-6 employees at each location during business hours. Morales also works with the local high schools through their Ag Departments and CATE departments to employ students through the work programs. Students who earn this certification have demonstrated that they are more career ready than a student without the certification, especially in an office setting.

To earn the certification, the student must demonstrate mastery of several competencies that are necessary in our work environment, including

- Understanding the role of technology in the workplace and demonstrating ways to use technology to improve business processes
- Recognizing and operating various software applications such as word processing, spreadsheet, presentation and database applications
- Operating email and calendar software applications
- Developing documents in a business/professional manner or format
- Understanding copyright issues and how to use content appropriately
- Demonstrating proper oral and written communication practices for a variety of communication mediums (i.e. phone, email, business letters, etc.)
- Troubleshooting issues related to software and networking applications As an employer, it is important to find employees that can handle the day-to-day tasks required in an office setting.

Several students lack either the technical or soft skills to succeed in a fast-paced, formal, office environment. A student that has earned the Business Office Technology Certification that is endorsed by Express Employment Professionals has proven that they are more qualified for employment than a candidate without the certification. Without a doubt, this certification is valuable to both the potential employee and the employer as it validates several of the much needed skills our employees need to thrive in our business. With technology today students are able to communicate with customers via email to send out invoices, bills and monthly statements. All of our payment systems are also through computer programs that employees must be familiar with.

Sincerely

Jason C. Fleming

Livestock and Wildlife Feed Specialist

# Morgan Stanley

May 10, 2018

**J. Alex Grice**  
*First Vice President*  
*Branch Manager*  
*Financial Advisor*

Wealth Management  
4401 82nd St.  
Lubbock, TX 79424  
tel 806 698 6833  
direct 06 698 5218  
fax 806i698 5260  
toll free] 800 858 4169  
NMLS # 1413971  
j.alex.grice@morganstanley.com

Texas Education Agency  
1701 N Congress Ave.  
Austin TX 78701

RE: Express Employment Professionals Business Office Technology Certification

To Whom it May Concern:

"Education is what remains after one has forgotten what one has learned in school."  
Albert Einstein

As a Branch Manager with Morgan Stanley, through the years I have interviewed many people for various support roles. In sourcing these candidates, it is essential that those individuals have a solid understanding of business office technology. Examples would include: Telecommunications, Microsoft Word, Microsoft Power Point, Microsoft Excel, Microsoft Outlook, business mail procedures. Without these skills little to no consideration would be given for employment. Preparing young people for the work force is paramount and teaching these office skills is an invaluable piece of that preparation.

I would recommend the offering of this certification in a variety of learning environments in order to ensure students are prepared with skill-sets that allow them the opportunity to be placed in office roles. Business Office Technology goes a long way in preparing young people to enter the work force.

Sincerely,

J. Alex Grice  
First Vice President  
Branch Manager  
Financial Advisor  
NMLSP 1413971



**MWJ ROOFING & ROLL-OFFS**  
9109 Saratoga Avenue, Lubbock, TX 79424  
806.544.0077  
mwj.roofing@yahoo.com  
www.mwjroofing.com

May 10, 2018

To Whom It May Concern:

I am writing this letter in support of the Express Employment Professionals Business Office Technology Certification.

As a third-generation roofing contractor, entrepreneur and business owner, I have over 20 years of experience managing business operations. Employees in my office are required to maintain customer databases, generate estimates and invoices, and communicate with clients, among other responsibilities.

The Business Office Technology Certification demonstrates to potential employers that applicants have developed the necessary skills required to succeed in a professional office setting and are more career-ready than a candidate without the certification. To earn the certification, the student must demonstrate mastery of several competencies that are necessary in our work environment, including: operating various software applications such as word processing, spreadsheet, presentation and database applications, developing business documents and demonstrating strong communication skills.

As an employer, it is important to find employees that can handle the day-to-day tasks required in an office setting. An individual that has earned the Business Office Technology Certification, awarded by Express Employment Professionals, has proven that they are more qualified for employment. This certification is valuable to both the earner and the employer because it represents an assessment of knowledge and skills our employees need to be successful.

Sincerely,

A handwritten signature in blue ink that reads 'Matthew Jasper'. The signature is fluid and cursive, with a large, sweeping flourish at the end.

Matthew Jasper  
Owner



---

***Pam Jones***  
***Independent Travel Agent***  
***Missouri City, TX***  
***312-315-3431***

---

Traveling the World  
May 7, 2018

To Whom It May Concern:

I am writing this letter in support of Certification coursework and exams as they are used to prepare students for gainful and meaningful employment. Preparation for work and a career is enhanced greatly by courses and certifications to verify mastery of subject or skill.

As a Travel Agent, who relies on customer service and technology, I know that courses and certification exams prepare students for employment in a variety of businesses. Along with actual work duties, customer support is vital to all types of business. Communicating with customers and tending to their needs appropriately and in a timely manner is crucial to maintaining and expanding a customer base. Employees who possess the soft skills to keep business goals and company image as a focal point of each work day are priceless.

- Teamwork
- Leadership
- Customer focus
- Timeliness
- Quality work

Each of the above qualities can be refined through certification coursework and exams. As a member of our business and educational communities, I can see where every student in High School could greatly benefit from completing the Professional Communications Certification endorsed by Southwest Airlines, the Business Office Technology Certification, or the Career Preparedness Certification, both endorsed by Express Office Professionals.

It is a struggle to find employees who demonstrate the “soft-skills” that all businesses rely on for success. An employee that has earned either of these certifications would demonstrate to a business owner that they are more qualified for employment than a candidate without the certification.

I do hope that our educational system will make these certification exams available options for students to attain.

Respectfully,

Pamela Jones



To Whom It May Concern:

I am writing this letter in support of the Business Office Technology Certification and endorsed by Prospice Networks Inc.

We are a VoIP Telecommunications Company providing phone service across Texas, Florida, Arizona, California and New Mexico for the past 11 years. We were the first company to bring Voice Over IP to the West Texas area and have built our world headquarters here.

Students who earn this certification have demonstrated that they are more career ready than a student without the certification, especially in an office setting. To earn the certification, the student must demonstrate mastery of several competencies that are necessary in our work environment, including:

- Understanding the role of technology in the workplace and demonstrating ways to use technology to improve business processes
- Recognizing and operating various software applications such as word processing, spreadsheet, presentation and database applications
- Operating email and calendar software applications
- Troubleshooting issues related to software and networking applications

As an employer, it is important to find employees with value added education. To impact our clients, we look for students who can show the technical skills needed to succeed in a fast-paced, formal, office environment. A student that has earned the Business Office Technology Certification are more qualified for employment than a candidate without the certification. Without a doubt, this certification is valuable to any potential employee and the employer as it validates several of the much needed skills our employees need to thrive in our business.

Sincerely,

Rusty Hendrick

[VP Prospice Networks Inc./806.939.0020/rhendrick@prospicenet.com](mailto:VP@prospicenetworks.com)





RBC Wealth Management®

1320 South University Drive  
Suite 210  
Fort Worth, TX 76107-9957

Phone: 817-338-4145  
Fax: 817-339-8765

May 11, 2018

To whom it may concern:

I am writing this letter to voice my support of the Business Office Technology certification issued by Express Employment Professionals.

As Senior Vice President of RBC Wealth Management, I have experienced firsthand the importance and value of students who have taken the step through educational certification to be more career ready and in tune with the expectations of their prospective employers.

RBC Wealth Management serves many markets in the United States. I believe that as we look for candidates to fill roles in our firm, we desire to hire candidates with this certification rather than those without.

I believe that the school districts should embrace these certifications and offer them to students to prepare them for the professional world.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kirk High', written over a white background.

Kirk High  
Senior Vice President  
Branch Director



May 8, 2018

To Whom It May Concern:

This letter is in support of the Express Employment Professionals Business Office Technology Certification. I am the owner of Slate Group, a commercial printing and graphics company based in Lubbock, Texas. To serve clients from around the nation, we employ 86 employees with a range of educational backgrounds from recent high school graduates to individuals with terminal degrees.

Individuals with the Business Office Technology Certification are more career ready than those without the certification. To earn the certification, they must demonstrate mastery of several competencies that are necessary in our work environment, including understanding the role of technology in the workplace, using technology to improve business processes, developing documents in a professional manner, and troubleshooting technical issues.

There are many opportunities for further industry-specific certifications in graphics and printing once employed by a company such as ours. By completing the Business Office Technology Certification, individuals demonstrate an ability to effectively prepare for and complete the process necessary for certification. This shows they are more likely to be able to handle further professional certifications to advance their careers within our company and the graphics and printing industry.

An individual who has received certification proving competencies in these areas is more qualified for employment than a candidate without the certification. The certification is valuable to both employees and employers in the field of marketing, design and printing. I hope that our school districts will implement this program to ensure students are prepared for the technical skills needed to succeed in a fast-paced, formal, office environment.

Thank you,

Don Denny





May 16, 2018

To Whom It May Concern:

I am writing this letter to voice my support for the Business Office Technology Certification endorsed by Express Employment Professionals to better help our next generation of students to become work-ready by the time they enter the job market.

My name is Jon Stephens, Lubbock Market President of SouthWest Bank. I have been in the banking business since 2001. SouthWest Bank is headquartered in Odessa, Texas and has six (6) locations, two (2) of which are in Lubbock. SouthWest Bank employees 105 full-time positions, 29 of which are in Lubbock. Prior to the start of my banking career, I managed the tech support department of CleanWeb, Inc., a filtered internet service provider.

Students who earn this certification have demonstrated that they are more career ready than a student without the certification, especially in an office setting. To earn the certification, the student must demonstrate mastery of several competencies that are necessary in our work environment, including:

- Understanding the role of technology in the workplace and demonstrating ways to use technology to improve business processes
- Recognizing and operating various software applications such as word processing, spreadsheet, presentation and database applications
- Demonstrating proper oral and written communication practices for a variety of communication mediums (i.e. phone, email, business letters, etc.)

Proficient computer skills are a requirement that every SouthWest Bank employee must have. Much of our day-to-day work tasks revolve around being able to utilize a computer and work with various software programs such as Microsoft Office. When making hiring decisions, preference would be given to candidates that possess the Business Office Technology Certification that is endorsed by Express Employment Professionals. This certification would give us the comfort to know that our new hires would be ready to perform in a fast-paced environment with minimal training time for business office technology.

Respectfully,

Jonathan M. Stephens  
Lubbock Market President

**Odessa • Midland • Lubbock**  
**[www.southwestbank.com](http://www.southwestbank.com)**



3815 Shallow Ford West Rd.  
Temple, TX 76502  
Phone: 254.771.1303  
Main Fax: 254.771.5613

February 8, 2018

To Whom It May Concern:

I am writing this letter in support of the Business Office Technology Certification endorsed by Express Employment Professionals. My name is Taylor Winkler and my father and I own Temple Towing, Inc. We have been in business for over 35 years, and we currently employ 18 people full-time and 5 people part-time.

Students who earn this certification have demonstrated that they are more career ready than a student without the certification, especially in an office setting. To earn the certification, the student must demonstrate mastery of several competencies that are necessary in our work environment, including:

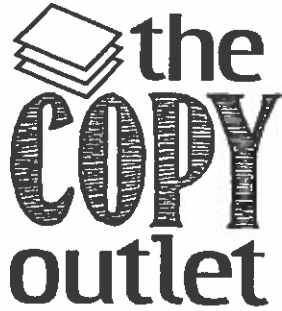
Understanding the role of technology in the workplace and demonstrating ways to use technology to improve business processes, Recognizing and operating various software applications such as word processing, spreadsheet, presentation and database applications, Operating email and calendar software applications, Developing documents in a business/professional manner or format, Understanding copyright issues and how to use content appropriately, Demonstrating proper oral and written communication practices for a variety of communication mediums (i.e. phone, email, business letters, etc.)

As an employer, it is important to find employees that can handle the day-to-day tasks required in an office setting. Several students lack either the technical or soft skills to succeed in a fast-paced, formal, office environment. In our line of work our office staff deals with law enforcement, officials that regulate our standards better known as TDLR, and most importantly disgruntled customers. Our staff needs to be able to communicate with these people efficiently and get the situation resolved in a matter of time. We use all forms of technology in our office and our staff must be able to operate these without question. A student that has earned the Business Office Technology Certification that is endorsed by Express Employment Professionals has proven that they are more qualified for employment than a candidate without the certification. Without a doubt, this certification is valuable to both the potential employee and the employer as it validates several of the much needed skills our employees need to thrive in our business.

Sincerely,

Taylor Winkler





To Whom It May Concern:

I am writing this letter in support of the Business Office Technology Certification endorsed by Express Employment Professionals.

I own a small print/design shop that employs part-time students. I have been self-employed for more than 10 years. I find it difficult at times to find employees that have the skill set to work in a business environment requiring minimal technology skills. Students who earn this certification have demonstrated that they are more career ready than a student without the certification, especially in an office setting.

To earn the certification, the student must demonstrate mastery of several competencies that are necessary in our work environment, including:

- Understanding the role of technology in the workplace and demonstrating ways to use technology to improve business processes
- Recognizing and operating various software applications such as word processing, spreadsheet, presentation and database applications
- Operating email and calendar software applications
- Developing documents in a business/professional manner or format Understanding copyright issues and how to use content appropriately
- Demonstrating proper oral and written communication practices for a variety of communication mediums (i.e. phone, email, business letters, etc.)

As an employer, it is important to find employees that can handle the day-to-day tasks required in an office setting. Several students lack either the technical or soft skills to succeed in a fast-paced, formal, office environment. A student that has earned the Business Office Technology Certification that is endorsed by Express Employment Professionals has proven that they are more qualified for employment than a candidate without the certification. Without a doubt, this certification is valuable to both the potential employee and the employer as it validates several of the much needed skills our employees need to thrive in our business.

Sincerely,

Kendra Lansdell

*ThePropertyStore*

*P O Box 87764*

*Houston, Tx 77287*

May 14, 2018

To Whom It May Concern:

I am writing this letter in support of Certification coursework and exams as they are used to prepare students for gainful and meaningful employment. Preparation for work and a career is enhanced greatly by courses and certifications to verify readiness to be employed.

As CEO of The Property Store, I know that students that take courses and certification exams are more prepared to do the required work of the businesses in which they are employed. They are ready with expectation and anticipation of what needs to be done on the job. Along with actual work duties, customer support is vital. Communicating with customers and tending to their needs appropriately and in a timely manner is vital to a business's existence. Employees that possess the soft skills to keep a business' purpose and image as a focal point of each work day are priceless.

- Teamwork
- Leadership
- Positive customer service and its impact on the business
- Timeliness
- Quality work

Each of the above qualities can be refined through certification coursework and exams. As a member of our business and educational communities, I can see where every student in High School could greatly benefit from completing the Professional Communications Certification endorsed by Southwest Airlines, the Business Office Technology Certification, or the Career Preparedness Certification, both endorsed by Express Office Professionals.

It is a struggle to find employees who demonstrate the "soft-skills" that all businesses rely on for success. An employee that has earned either of these certifications would demonstrate to a business owner that they are more qualified for employment than a candidate without the certification.

I do hope that our educational system will make these certification exams available options for students to attain.

Respectfully,

*Carolyn Matthews*



## The Travel Store

361-242-2949

*Let's us get you there!*

1333 Leopard St. Suite

Corpus Christi, Texas 78410

To Whom It May Concern,

I own the Travel Store a travel agency. I was an airline attendant before. I understand the importance of customer service. My business is small so customer service is of outmost importance. I am very well aware that every High School can benefit from students completing the Professional Communication Certification as well as the Business Office Technology certification. Any certification tells the employer that the applicant went the extra mile to work towards a certification to help him or her be more employable. Thus, helping us to refresh the employee's knowledge not spending time training and retraining. As I am getting ready to interview for summer help I will look at the resumes with certifications.

I support industry certifications so all our high school students can have a head start in the workforce.

If an industry is willing to endorse a certification this should tell our educational administration that it is worth investing.

Sincerely,

Pam Walker- Lewis

May 15, 2018

To Whom It May Concern:

Lubbock Area United Way was founded in 1946 and is deeply involved in all aspects of life in this area. This organization works to bring the business and non-profit communities together in order to craft solutions to address a variety of problems in our area

I am writing this letter in support of the Business Office Technology Preparation Certification endorsed by Express Employment Professionals. I have over 30 years of experience managing non-profit organizations and employees. I have seen how organizations flourish when employees possess superior business and communication skills.

The Business Office Technology Preparation Certification demonstrates to potential employers that applicants have developed skills and mastered concepts vital to succeeding in any industry, including: teamwork techniques, superior customer service, and proper written and verbal communication techniques.

Communication skills, basic office and software knowledge are essential to succeed in any workplace, but regular high school curriculum does not cover these critical skills. No amount of technical knowledge will make up for an employee who cannot communicate effectively with coworkers, superiors, clients or customers.

This certification indicates that students possess the necessary foundational skills to build successful careers and contribute positively to the companies, organizations and communities they serve. Such skills should be taught, evaluated and validated at the secondary school level. Students who can pass the rigorous certification exam required by this course will have the skills necessary to obtain employment that leads to a successful career.

Our community is successful when our citizens are able to create self-sufficient and fulfilling lives. This requires a diverse offering of education opportunities to meet the needs of today's students in a rapidly changing society.

Sincerely,



Glenn Cochran  
President / CEO

## To whom it may concern:

At Express Employment Professionals, our long-term goal is to put a million people to work annually. To support the development of the future workforce, we are excited to offer the Business Office Technology certification. In today's modern workplaces technology permeates all types of jobs, even those formerly thought to be only blue collar. With the increased use of technology though, evaluating the business skills and applicable uses of technology has become even more important. Transitioning beyond using computers and technology for recreation and social communication is an important advancement to the business world.

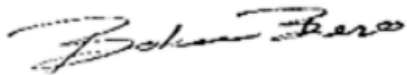
Express works closely with leaders in a wide variety of fields to lead the way in matching qualified employees with the right workforce fit for them. As a global staffing provider with more than 35 years of experience, we take great responsibility in sharing our knowledge of and passion for developing effective and confident employees.

This certification validate individuals can demonstrate the knowledge and skills required to be successful in a business environment. By earning the Business Office Technology Certification individuals validate their commitment to gain a full understanding of the core programs used in today's workplace. Achieving the certification also demonstrates their dedication to learning and desire to succeed.

Individuals with these skills are more prepared to embrace existing digital procedures within the workplace and have a great foundational understanding of commonly used business operating software. This core knowledge is also helpful in learning new software programs.

The Express Employment Professionals Business Office Technology Certification is a powerful stepping stone in helping individuals excel in the workplace

Sincerely,



Bobee Bero, SHRM-CP | Owner  
2717 N. Grandview Blvd. Suite 100 | Waukesha, WI 53188  
P: 262-264-5553 | Email: Bobee.Bero@expresspros.com  
Website: [Expresspros.com/waukeshawi](http://Expresspros.com/waukeshawi)  
Administrative, Industrial, Skilled Trades and Professional Placements





November 4<sup>th</sup>, 2022

Box HQ  
900 Jefferson Ave  
Redwood City, CA 94063

North Carolina Department of Public Instruction,

Through both my professional career and personal experience, I have always been passionate about how technology is changing business and the workplace. I believe employees are looking for new ways to work, businesses are looking for new channels to sell, and customers want to engage directly from their mobile devices. Furthermore, in my current role selling enterprise software, I'm consistently seeing organizations looking for ways to support remote and hybrid workstyles, oftentimes requiring an extra level of polish from the newest employees in the workforce. Luckily, certifications like the Express Employment Professionals Business Office Technology Certification are able to provide individuals with the opportunity to learn about the advancements technology is making in the workplace.

My name is Josh Hodnichak, and I am writing to show my support for the Express Employment Professionals Business Office Technology Certification. Twice in my career, I have managed entry-level teams. Through this, I have been able to first-hand see individuals who share a passion for technical training & skills development. The individuals who were able to thrive in the entry-level teams were dedicated to their work, interested in learning more, and open to constructive criticism. These individuals were often fast tracked for promotions & raises. With the technology in our world improving and advancing as fast as it is, we need employees who are passionate and willing to put in the work. I believe the Express Employment Professionals Business Office Technology Certification will provide individuals with the skills to perform as well, if not better, than some of the individuals I have managed in the past. And, I think this certification could've made the entry-level employees I worked with even stronger.

The approval of this certification by North Carolina Department of Public Instruction would result in an increase in the availability of certification. As a result, the state's workforce will see an increase in highly qualified individuals.

For the reasons above, I give my support for the Express Employment Professionals Business Office Technology Certification. I believe the pace of the advancements this certification makes in an individual's life as they prepare for the workforce is highly comparable to the pace technology has advanced our workplace.

Sincerely,

A handwritten signature in black ink, appearing to read "Josh Hodnichak".

Joshua Hodnichak  
Large Enterprise Account Executive  
Box, Inc.





# Tara L. Dunn

Business Education/BPA Advisor • tdunn@bobcat.net • (575) 752-3414  
Hagerman High School • 406 N. Cambridge, Drawer B, Hagerman, NM 88232

November 17, 2022

To Whom It May Concern:

I am the Business Education instructor and BPA Advisor for Hagerman Municipal Schools. The courses we provide are available for students in 9<sup>th</sup> – 12<sup>th</sup> grade. Our curriculum is designed to prepare students to enter the workforce immediately after high school with little to no additional training. As many of our students plan to enter the workforce directly after high school, our courses in computer applications, financial literacy and accounting provide them with skills and knowledge needed to be successful in a business/financial work setting. Having the ability for students to earn industry recognized credentials while in high school is a great benefit to their education.

I am writing in support of the Center for Financial Responsibility Personal Financial Literacy Certification and the Business Office Technology Certification and urge the state of New Mexico to invest in this promising and important opportunity.

These certifications are a clear necessity for the next generation of our workforce for many reasons. Students who earn these certifications are prepared to enter the workforce with a solid foundation in finance and computer applications. It is also important to note that individuals with minimal personal financial stress are more likely to thrive in the workplace. To highlight the value, here are the industry standards covered in this certification:

- Budgets
- Banking Options and Records
- Investments and Risk Management
- Taxes and Paychecks
- Loans
- Major Purchasing Decisions
- Technology Impacts on the Workplace
- Computer Hardware Components
- Document Creation & Editing Procedures
- Business Applications of Word Processing Technology
- Spreadsheet Creation & Management
- Business Applications of Spreadsheet Technology
- E-mail Creation Procedures
- Business Ethics Procedures

Individuals who have acquired a solid understanding of the topics listed above are well prepared to enter into jobs throughout the state and deserve recognition for successfully navigating personal finances. The Personal Financial Literacy Certification is a resource I hope to see approved in our state for current and future students.

These types of credentials provide New Mexico's students a great opportunity for future success. In a state that struggles with labor shortages, and underqualified, unprepared workers we need to do all that we can to prepare students for the workforce. Career Technical Education is a key component of this process and industrial recognized credentialing gives our students an advantage. I strongly encourage the approval of this certification and all others we can offer to our students.

Sincerely,

Tara L. Dunn

Daniel Morgan, Owner  
Express Employment Professionals  
Trussville, AL | Hoover, AL  
West Palm Beach, FL | Savannah, GA  
Cell: 205-223-8706

August 24, 2023

To Whom It May Concern:

I'm the owner of four Express Employment Professionals locations in three different states, and I write this letter in support of the Express Employment Professionals Business Office Technology Certification.

Express created this certification because we are a global leader in pairing people looking for work with a great job. Express knows what is most important for an employee to possess when applying for an office job. As a staffing company, Express is unique in that we get to interact with a wide variety of industries and therefore companies and organizations around the world. We are acutely tuned into what credentials, experiences, and education are required for positions.

An added benefit of Express certifying individuals is that franchisees like myself get to benefit from using the credential to fill positions. Credentials can be thought of as a workforce currency. When an individual possesses the Express Employment Professionals Business Office Technology Certification, I know they have proven proficiency of the knowledge and skills it takes to be successful in an office environment and beyond: they understand not only common computer programs but can navigate office ethics and etiquette. The certification is great for all business employees and leaders, so seeing the certification on someone's resume allows my team to know what they're qualified to do. This allows us to fill labor market demands and help certified people into jobs more quickly and sustainably.

It can be cumbersome to take in a person's work history and education then help them find a job they'll enjoy. Thankfully, certifications not only show proficiency, but interest in a field, as well. I wish more individuals were certified by Express Employment Professionals in Business Office Technology so I could match them with open positions. Because of this, I implore state education and workforce department support of the credential. Help me put qualified people to work in good jobs.

Best,

**Daniel Morgan | Owner**  
Cell: 205-223-8706  
Trussville, AL | Hoover, AL  
West Palm Beach, FL | Savannah, GA



Respecting People. Impacting Business.™



Express Employment Professionals  
2200 Scott Street  
Lafayette, IN  
765-449-5200

July 18, 2023

To Whom It May Concern:

Express Employment Professionals helps local business find workers; the jobs we have available are a reflection of our local client companies. Annually Express helps more than 73,000 businesses find workers, employing more than half a million people each year. I have been the franchise owner of the Albuquerque, NM location since 2019.

This letter is to request the approval of our Business Office Technology Certification for the state of Indiana.

Express has been putting people to work for nearly 40 years, and we believe strongly in making every effort to equip individuals with the in-demand skills of today's workplace. Earning the Business Office Technology Certification ensures the preparation of workers who understand:

- Office Technology Skills
- Word Processing Applications
- Digital Presentation Applications
- Spreadsheet Applications
- Desktop Publishing Programs
- Workplace Communication Strategies

We wanted to give people a way to demonstrate their work readiness, and these skills are valuable in entry-level IT jobs, as well as relevant in a variety of roles. Express helps all types of professionals find jobs.

Within Express we believe there is honor in work, and that the opportunity to work and provide for yourself and your family is a privilege and responsibility. I would consider individuals that have earned this certification to have the skills necessary to use the different technology platforms and systems critical in today's workplace and would honor the opportunity to help them find work.

I urge the state of Indiana to approve the Business Office Technology Certification to ensure more individuals are ready to build great careers.

Sincerely,

Charles E Fish  
Franchisee  
Lafayette/Rensselaer, Indiana



Express Employment Professionals  
201 S. Emerson Ave, Suite #110  
Indianapolis, IN 46143  
317-888-5700

July 19, 2023

To Whom It May Concern:

Express Employment Professionals helps local business find workers; the jobs we have available are a reflection of our local client companies. Annually Express helps more than 73,000 businesses find workers, employing more than half a million people each year. I have been the franchise owner of the Indianapolis, South location since 2005 and Columbus, IN office since 2014. Express has 22 offices in the State of Indiana.

This letter is to request the approval of our Business Office Technology Certification for the state of Indiana.

Express has been putting people to work for nearly 40 years, and we believe strongly in making every effort to equip individuals with the in-demand skills of today's workplace. Earning the Business Office Technology Certification ensures the preparation of workers who understand:

- Office Technology Skills
- Word Processing Applications
- Digital Presentation Applications
- Spreadsheet Applications
- Desktop Publishing Programs
- Workplace Communication Strategies

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I urge the state of Indiana to approve the Business Office Technology Certification to ensure more individuals are ready to build great careers.

Sincerely,

*Mike Heffner*

Mike Heffner  
Express Employment Professionals

April 26, 2024

To Whom It May Concern:

I am writing this letter in support of Hoosiers earning the Express Employment Professionals Business Office Technology Certification, particularly those pursuing careers that would put them in an office environment. I too value this when reviewing applicants.

Since 1995, Orange County Economic Development Partnership has been acting out the mission to improve the quality of life of Orange County Citizens. In my role as the Executive Director, it is my duty to local businesses to improve the availability of a skilled workforce. An easy way for me to do that is to help see that employers have access to applicants that possess the certifications the employers are looking for.

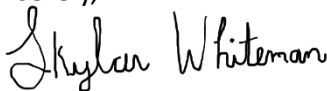
Individuals credentialed with the Express Employment Professionals Business Office Technology Certification have acquired the technical computer skills necessary to be competitive in the modern workplace. The best part of this certification is it easily stands out on a job application versus someone describing the skills or experience they possess, which is often vague or nearly impossible to verify. Hiring managers easily identify candidates qualified for entry-level positions where this certification is listed.

It is imperative we have skilled workers for current and future positions in the county. In the case of attracting new business, when I can share that Orange County schools are certifying individuals in the Express Employment Professionals Business Office Technology Certification, it shows that Orange County has the talent necessary to meet employers' needs. It is harder than ever for Orange County's employers to find quality candidates, so I know our employers are eager to offer interviews to entry-level applicants with this certification.

Express Employment Professionals is a premier staffing agency that specializes in recruiting and placing individuals in industries across the United States, Canada, and South Africa. Candidates who have this certification are more prepared to implement core technology and business skills based on the industry-standards produced by Express Employment Professionals.

This certification legitimizes the skills learned in this program and gives individuals the opportunity to stand out amongst others. This certification is extremely valuable to economic developers like me because it supports our communities' pipeline of competent workers entering a modernized workforce.

Sincerely,



Skylar Whiteman  
Executive Director



505 S. Maple Street  
French Lick Indiana 47432



812-936-3388



info@ocedp.com  
ocedp.com/info



facebook.com/ocedp