Harry James

Apple Store NYC

6734 11th Street

New York City, NYC 4687

November 25, 2021

To

David Scagnetti

Sales Force Manager

B&H Store

3675 67th Street

New York City, NYC 6453

Dear Mr. Scagnetti,

Through this letter I would like to recommend Luis Copeland for the position of retail sales associate at B&H. I have worked with Luis for the past four years at Apple Store, and have always found his abilities in customer service and inventory management to be admirable.

I've had the pleasure of acting as Luis's manager during his time with us. Customer feedback on his performance is always positive and he always greets everyone with a smile. His tech expertise and knowledge have made him an example to his fellow sales associates because he's constantly studying the new devices in order to answer each and every question the customers may ask him. This has led to him always meeting and surpassing his sales goals. To be honest, we will miss him once he leaves us, he's proven to be a model employee and co-worker.

I truly believe that Luis would make a great addition to your sales force. I can say with confidence that, if given the chance, he would be ready for a management position from the start. He's always had excellent rapport with co-workers and teammates, and they enjoy working with him. Perhaps assistant manager could be a good fit.

Please feel free to contact me at h.james@apple.com or on my cell phone at 658-141-951 if you have any questions.

Sincerely,

Harry James

Sales Force Manager

Apple Store NYC