

London, 5 May 2014

Re: Miss Jane Smith

237 Pentonville Road
London N1 9NJ
020 7278 6601
information@csv.org.uk
www.csv.org.uk

Dear Ms Jones

I am pleased to provide a reference for Jane Smith who has been a volunteer at CSV, since January 2011.

CSV is the UK's leading volunteering and learning charity. Every year CSV involves over 150,000 volunteers in high quality opportunities that enrich lives and tackle real need. We help transform the lives of over 1 million people across the UK, training over 20,000 young people and adults each year, helping them develop the skills and confidence they need to progress to further education or paid employment, or to set up in business.

Miss Smith began her career with us helping to do routine tasks in the reception area of the busy office. She would open post, undertake filing under direction from the office manager and provide refreshments for visitors. She learned very quickly, showing great commitment to do things correctly; she became very efficient. During her first few months she demonstrated she could work flexibly and with considerable initiative. She soon undertook all the basic tasks without direction or supervision. Her organisational skills developed rapidly. She is proactive and soon became the person to ask where to find things and she often saw issues that should be dealt with in advance.

After one year, Miss Smith was asked to work alongside the Receptionist, answering the telephone and dealing with enquiries. Always keen to take on more responsibility, she took up the position with great enthusiasm. She is always courteous and speaks clearly with both a friendly and professional manner, both of which inspire confidence.

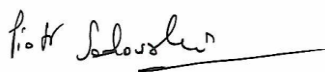
During the following two years she became a successful team leader and supervised the work of other volunteers, acting as a mentor for them. She was respected and liked by her colleagues, those she mentored and her line managers.

Her time management skills are excellent. Miss Smith has always been punctual and often stays late to finish a task. She is most reliable and has a positive attitude. She has never missed a deadline. Miss Smith's IT skills are very good when working on written documents and organising files. Her database/spreadsheet skills are more limited. I know she is keen to undertake staff development in this area.

CSV will be sorry to lose Miss Smith, but wish her every success in her application for the post for which she has applied, which will further her career.

Her application comes with my whole-hearted support. Please do not hesitate to contact me if I can be of further assistance to you.

Yours sincerely,



Piotr Sadowski

CSV Head of European Affairs