

To Whom It May Concern:

I am very pleased to recommend Kim Hartig for training, motivating and reinvigorating your staff. Kim trained the Dubuque Franchise of Champp's Americana under the ownership of Frontier Hospitality Group and Dodge Street Entertainment with a team of extremely dedicated and knowledgeable trainers whom she hand picked. I started in the position of Bartender and had never been a part of such engaging, well organized and thorough training. When I was promoted to Manager, Kim Hartig was invited back by the owners to train me personally. I believe that I am an efficient, knowledgeable, motivated, and exciting manager because of her mentorship.

Kim is bright, energetic, compassionate and genuinely well rounded. She had an answer for every question based on actual knowledge and experience. There was never a moment she didn't have a brilliant suggestion. And she was unafraid of seeking an answer she didn't have through many channels and connections she's made over the years. Even now, if there is a break down in productivity we sit around and talk about what Kim would do. When all else fails, we contact Kim for answers not as a last result but because she gave us the tools we need to figure things out without that lifeline most of the time.

While in training for the new store opening, Kim managed to be consistent and compassionate even when coaching unruly employees. Her smile never faltered and her positive attitude made even the most unhappy candidate thrilled to be there. This positivism and smiling nature was not to be confused with nonchalance or passivity.

She is an extraordinary teacher. Her skills are impressive and she is greatly admired and missed by the staff she trained so well.

In closing, I hope my perspective has helped you in choosing this exceptional individual. Let me take a moment to urge you to simply have a conversation with Kim. I believe you will know in the instant you shake her hand that there is no other choice.

Highest Regards,

Chrissy Hogue Bauman

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