

# Hawthorne Properties

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February 2, 2018

To Whom It May Concern:

Please accept this letter of reference for Ms. Nichole Marchand.

During Nichole's tenure in our office, she has consistently shown a level of superior service and salesmanship that goes above and beyond the necessary means. Ms. Marchand always cultivates a positive outcome no matter the situation, whether it's with a resident that has lived on our property for years or someone new we want to join our community.

As Nichole's direct supervisor since January 2016, I had the great pleasure of watching her learn, grow, and fully succeed in the sales & service industry as a leasing consultant at Shenandoah Properties. She is extremely focused and never stops working towards her goals, personally and professionally. This is also the reason I decided to promote her to full-time leasing manager in March 2017, prior to her graduation from Purdue University. I have been in management for twelve years and can tell you, without a doubt, that you will want Nichole's personality on your team – it is contagious! Her energy and smile will turn anyone's bad day into a bright one. Not to mention, her organizational skills and ability to plan are on another level. I'm honestly not sure how our office will function efficiently without her when she moves away this Spring. Nichole has been kind enough to give us ample notice that she will be leaving. Thankful for that, as we rely heavily on her to help staff and train new employees. Her replacement will have some very large shoes to fill.

It is my belief that the desire to take the extra step to make a client's new home as memorable as possible is an innate quality. This, coupled with Nichole's reliability, dependability, trustworthiness, and her ability to perform smoothly in high stress situations, is why I have no hesitation recommending Ms. Marchand for any future opportunities.

Please contact me personally if you need any further questions answered or documentation submitted. Our company is happy to help Ms. Marchand achieve her goals, as she has helped us flourish in the last two years.

Kind Regards,



Carisa K. Richardson  
Regional Property Manager  
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