



July 14, 2010

To whom it may concern:

I am the owner of three Liberty Tax Service offices. Mark Mayfield worked for me as a seasonal employee from November 2006 through April 2009, including the off-season of 2007. Mark was employed as the manager of one of the satellite offices at the time that I purchased the business from the former owner. I kept Mark as the manager of that office for the 2007 tax season. During the tax seasons of 2008 and 2009 Mark was a student and could only work part time.

During my first year as owner of Liberty Tax Service I relied on Mark to run his office. He effectively managed the other employees by training them, making work schedules, handling money, and solving any issues of conflict. The office ran very smoothly with Mark in charge.

Mark studied hard to understand taxes and was able to explain difficult concepts to our customers and the other employees. He taught the tax classes at the beginning of our new tax seasons for 3 years. Mark was considered the "tax expert" among our three offices and could easily explain tax laws and how to correctly input data into our tax software so that tax returns would be submitted correctly to the IRS.

Each year at the beginning of the tax season I hire 25 to 30 new employees. Mark has been a stand-out among the many who have worked for me. Mark is dependable. He always showed up for work when he was scheduled and was never late. He gets along well with others and could solve problems of conflict. The most important attribute of Mark is that he is honest and trustworthy. I felt completely comfortable in trusting the office and the money to Mark. I knew that he would not cheat me or lie to me. In our business there are many customers who want us to falsify items on their tax returns, but Mark would never do that. He was good at explaining that what they want to do is wrong and was able to lead them to make the right decision without it seeming that he was accusing them.

I highly recommend Mark Mayfield for employment for all the reasons stated above. I would be happy to have him work for me in the future and would definitely hire him if given the opportunity.

Sincerely,

Jeanne Coldewey
Owner, Liberty Tax Service