

SKAGWAY STREET CAR COMPANY, INC.
Skagway Mercantile Building
270 Second Avenue, Box 400
Skagway Alaska 99840

February 24, 2013

To Whom It May Concern:

This is a letter of recommendation for Mr. Thomas Pickerel, who has been employed by our company, the Skagway Street Car, in Skagway, Alaska for the last 20 years. Our local sightseeing and tour company started business in 1986, and we added a "Mountain Division" in 1989 that offered international tours into Canada. Tom was looking for an opportunity, interviewed with us, and joined our team only a few years thereafter.

It must first be said that Tom's storytelling ability and his stage presence with a group are second to none. I have been on many of his tours over the years, and I have never ceased to be enchanted with his delivery, his tone, and his wonderful ability to always capture his audience. There are tens of thousands of professional tour guides around the world, but Tom is at the very top of the list.

Tom started with us driving 90-minute Summit Tours to the US/Canadian Border, and quickly became the lead driver on this tour program. As we developed new programs, like our new "Yukon Territory Scenic Drive", a 6-hour trip into the Canadian Yukon that included a lunch stop, Tom became the lead in this program as well. For about ten years we offered an expanded version of this tour that added a horseback trail ride and canoeing on Spirit Lake, called the "Paddle and Saddle" tour. Tom drove these new tour programs, and helped us develop a very professional track record for their operation.

Tom also was the lead driver trainer for any new drivers who came into the company. He taught them the tours, the route, and the safety systems that we use in our operation. And over the years his practical mechanical skills fixed many problems out on the road that no other driver could have resolved.

In summation, Tom Pickerel is an extremely talented professional tour guide and a veteran professional driver. His abilities are second to none. Of special note are his valuable language skills: he speaks excellent Spanish, and he has a working knowledge of Thai and Mandarin Chinese. I would not hesitate to recommend him to any employer who has need of a valued associate in their organization.

Please let me know if I can provide any further information.

Most Sincerely,

Steven G. Hites, President
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