

## **Reference for Iris Kramer**

I have known Iris Kramer in my capacity as Head of English at the University of Mannheim's Language Centre in Mannheim since summer 20XX when she took up a position as the student assistant for the English department.

In this position her tasks included assisting in coordinating and organizing the English language courses at the university language centre, for example, in preparing as well as supervising the language placement tests. She helped in answering student enquiries and solving problems related to the English department. She also frequently corresponded with our native-speaker team of English teachers, collating student course lists, collecting grades, updating the student data base. In addition, she helped maintain and edit the online learning platform Moodle and subsequently has a high level of computer skills not only in Microsoft Office but also in online editing. She also took the opportunity of team teaching some English for Academic Purposes classes to other students. While fulfilling these tasks, Iris particularly enjoyed the challenge of only speaking English at work which helped to achieve her near native command of oral and written English.

During her working time at the language centre, Iris also took part in a project which involved working in a team with both technical and creative colleagues to help update and create a university website, XXX, a site aimed at helping German speaking students with their English grammar. This site is free, used by many German speaking educational institutions, professionals and students and extremely successful as it frequently achieved over 45,000 monthly hits.

Iris is a highly organized and motivated person; she is able to work efficiently and effectively in teams and on her own. She is totally reliable, trustworthy and takes her work very seriously. In addition, she also has a very friendly and confident manner which helps to create a calm and harmonious working environment.

It is therefore without reservation that I Recommend Iris Kramer to you, knowing that she will do an excellent job in all areas to which she is assigned.

*Name*

Head of English  
Language Centre  
University of Mannheim