

The logo for USBC Championship Tournaments features a stylized blue and red star on the left, followed by the text "USBC" in large, bold, blue letters, and "CHAMPIONSHIP TOURNAMENTS" in smaller, bold, blue letters below it.

On behalf of the United States Bowling Congress Open Championships, It is a pleasure to extend this letter of recommendation about Manpower Reno.

The United States Bowling Congress Open Championships presents the largest participatory sporting event in the world, with over 40,000 competitors.

The challenge is immense for a staffing agency to meet the requirements of such a massive endeavor which entails recruiting over 100 temporary staff members, covering three shifts a day, over a 6 month time period. A variety of skill sets ranging from administrative, to customer service specialists, shipping and receiving, mechanics, technicians and IT fill out the 12 departments comprising the Open Championships. The assignment also calls for a full-time, on-site, Human Resources person to handle day-to-day staff needs.

Manpower Reno demonstrated an unparalleled ability to not only meet, but exceed all USBC expectations necessary to deliver a successful product for our clientele.

High quality candidates were provided, in a timely fashion, at every position. Their ability to work closely with department supervisors in evaluating talent showed keen proof of having done their due diligence in recruiting candidates.

More importantly, Manpower Reno proved to be more than just a staffing agency, they became a true **Partner** in the business of conducting the Open Championships.

Manpower Reno's learning curve in understanding the dynamics of the Open Championships was remarkable.

On-site, the attitude and enthusiasm they exhibited toward the success of our project served to enhance the ability of event supervisors and staff to deliver an exemplary customer service experience. At the same time, Manpower Reno never shied away from handling tough HR situations.

I look forward to many years of extending the USBC relationships with Manpower Reno as a valuable solution for our businesses staffing needs.

Sincerely;

A handwritten signature in black ink that reads "Lloyd D. Hagen".

Lloyd Duane Hagen  
USBC Tournaments Director – Open Championships



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