

Taylor Hartlein

Tmhartlein@gmail.com

608-359-0995

08/14/2025

To Whom It May Concern,

I am writing to express my strong support for Juan Diego Ortega in obtaining his bartending license. I have known Juan for 1 year and have always known him to be a person of integrity, reliability, and excellent character.

Juan is hardworking, personable, and dedicated to his work. He has a natural ability to make people feel welcome and valued, and he consistently demonstrates the professionalism and responsibility that are essential for someone serving the public in a bartending role.

I am aware that a matter in his background check has raised concern. I want to emphasize that this situation does not reflect his true character. It arose from circumstances outside his control, and in all the time I have known him, he has shown nothing but honesty, respect, and a strong moral compass.

I firmly believe that Juan will handle the responsibilities of a bartending license with care and professionalism. I respectfully urge the licensing board to consider his proven character, dedication, and ability to serve the community in a positive and responsible manner.

Thank you for your time and consideration.

Sincerely,

Taylor Hartlein

To Whom It May Concern,

I am writing to recommend Juan Ortega. Although I have only had the opportunity to work with Juan for a relatively short time in my role as his manager at Chartroom Restaurant and Bridge Tender Tavern, he has quickly made a strong and lasting impression through his professionalism, work ethic, and willingness to grow.

Juan consistently demonstrates a level of maturity, discipline, and dedication that is rare—even among more seasoned employees. He approaches each shift with a positive attitude, remains calm under pressure, and is always ready to support his teammates. He also has a natural ability to engage with people respectfully and effectively.

One particular moment that stands out occurred during a busy night when an intoxicated and agitated customer became increasingly confrontational. Juan handled the situation with impressive composure and tact. He politely but firmly refused service, de-escalated the situation, and maintained control without sacrificing the safety or comfort of those around him. It was a clear demonstration of both leadership and sound judgment under pressure.

In addition to being dependable and quick on his feet, Juan is eager to learn. He asks thoughtful questions, seeks feedback, and takes initiative—all while treating his responsibilities with the seriousness they deserve. These are qualities I know are highly valued in the customer service industry, and they are certainly valued on our team.

I have no doubt that Juan will bring the same level of commitment and excellence to his future endeavors that he has shown in our workplace. I strongly support his decision to pursue this path and to obtain his bartending license, and I recommend him without reservation.

Please feel free to reach out to me if you need any additional information.

Sincerely,

Rebecca Sowa
Bar Manager
Chartroom Restaurant / Bridge Tender Tavern
beccasowa3@gmail.com
(262) 484-3691



(312) 493-9523 davidjaviles@me.com

August 20, 2025

To whom it may concern:

Hello,

My name is David Aviles and I am a bartender here in Racine that recently met the applicant (Juan Ortega) in early 2025. Although I was not his manager, I supervised his first month or two in a position that required serving alcohol beverages and food.

In that time, I observed his maturity and ability to make sound judgements in challenging situations while maintaining his composure. I remember a situation that he had to deescalate and I felt that the safety of every customer in the bar was his top priority. He is diligent on refusing service to anyone who shows signs on intoxication and does not engage in aggressive behavior if it presents itself.

nice regards,

David Aviles

FILED
05-05-2025
Clerk of Circuit Court
Racine County
2024CF001179

BY THE COURT:

DATE SIGNED: May 5, 2025

Electronically signed by Jon E. Fredrickson
Circuit Court Judge

STATE OF WISCONSIN CIRCUIT COURT BRANCH 7 RACINE COUNTY

State of Wisconsin vs. Juan D Ortega

Judgment of Conviction
and Sentence to the County Jail/Fine/Forfeiture

Date of Birth: 02-03-1998

Case No. 2024CF001179

List Aliases: Also known as Juan Diego Ortega

The defendant was found guilty of the following offense(s):

Ct.	Description	Violation	Plea	Severity	Date(s) Committed	Trial To	Date(s) Convicted
1	[939.63(1)(a) Use of a Dangerous Weapon] Disorderly Conduct	947.01(1)	No Contest	Misd. B	09-08-2024		05-05-2025

The defendant is guilty as convicted and sentenced as follows:

Ct.	Sent. Date	Sentence	Length	Begin Date	Begin Time	Agency	Comments
1	05-05-2025	Forfeiture / Fine					Pay all court costs and supervision fees. If supervision is revoked or discharged with outstanding financial obligations, a civil judgment shall be entered against the defendant and in favor of restitution victims and governmental entities for the balance due. Collections may include income assignment.
1	05-05-2025	Costs					Defendant must submit a DNA sample as required by law if not previously provided. Defendant must pay mandatory DNA surcharge.

Obligation Detail:

Ct.	Schedule	Amount	Days to Pay	Due Date	Failure to Pay Action	Victim
1	Misdemeanor Violations	505.00	60	07-07-2025	Judgment	
1	DNA Analysis Surcharge	200.00	60	07-07-2025	Judgment	

Obligation Summary:

Fine & Forfeiture	Court Costs	Attorney Fees	<input type="checkbox"/> Joint and Several Restitution	Mandatory Victim/Wit. Other Surcharge	5% Rest. Surcharge	DNA Anal. Surcharge	Totals
262.00	163.00			13.00	67.00	200.00	705.00

Total Obligations: 705.00

It is adjudged that 0 days sentence credit are due pursuant to §973.155, Wisconsin Statutes.

☐ It is ordered the Sheriff take the defendant into custody

THIS IS A FINAL ORDER FOR THE PURPOSE OF APPEAL.

DISTRIBUTION:	Address	Service Type
Court		None
Jon E. Fredrickson, Judge		Electronic
Robert William Keller		None
Juan D Ortega		Electronic
Jennifer Flynn, State of Wisconsin		