

June 21<sup>st</sup> 2011

KAIZEE

Rony Klayani

Dear Rony

I can confidently recommend you for the "Attaining Excellence" workshop that you conducted to the food and beverage team at Millennium Hotel Doha

Upon reviewing our GSM Guest Service Matrix, it was noticed the high scores achieved in the guests contact points and impact

By Comparing the strength of your training during which time the staff have provided my business with excellent support in the areas of customer service and guests contact and impact; your points on Establishing an empowered team reinforced the message for the management.

In closing we want to thank you for the excellent job as you kept the team focused and on track.

Sincerely

Walid Haddad

Director of Food and Beverage

