

R O M E
C A V A L I E R I



DIREZIONE GENERALE

February 28, 1997

TO WHOM IT MAY CONCERN:

This is to confirm that Ulf Pauschardt was employed at the Rome Cavalieri Hilton in the position of Front Office Manager from June 1, 1994 until february 28, 1997.

His duties consisted in managing reservations, reception desk, cashier, telephone switchboard and conciergerie. Additionally, he was strongly involved in establishing the yearly rooms profit plans and the rooms refurbishment programme.

During his time with us, Ulf has been extremely hard working putting in lengthy days guiding his team on the job. He has a sound knowledge of rate administration, market segmentation and growth opportunities and understands thoroughly the scope of the job.

The entire department has undergone complete re-organization resulting in lower labour costs, higher departmental profitability and improved guest service.

This has been achieved through Ulf's care and attention to running the business, maintaining and, where possible, reducing expenses and ensuring that standards are maintained high.

He is an energetic leader commanding from the front. He listens to his subordinates, giving support and praise. He recognises success, at the same time maintaining discipline when tasks fail to be properly executed.

Ulf seeks and takes into account advice and is not afraid to make decisions. He is persistent but polite, and I would highly recommend him to any future employer.

On behalf of the Rome Cavalieri Hilton I would like to thank Ulf for his dedication and support and wish him every success for his future career.

A handwritten signature in black ink, appearing to read "H. R. Fritz".

Hans R. Fritz
General Manager

HRF\gr\gm