

*Dear Mr. Thum,*

*I am happy to recommend Kapitalina Starikova for the GPP program.*

*Kapa joined Duty Manager MSS team this April and showed professional attitude, consistency, and desire to learn. She is honest and reliable and works successfully as a team member. She is always ready to help other MSS when there is an emergency or other issues.*

*I noticed the growth of her competency and confidence when it comes to her interaction with students and staff. She showed her serious attitude to the duty and excellent problem solution.*

*As a part of a team, she always participates in discussions and meeting to improve the performance of a team. She actively suggests ideas and helps others if needed.*

*Along with her strong communication skills, Kapa is a dedicated and knowledgeable employee. She always asks if there is any assistance needed even if she is not on shift. She is a trusted member of the MSS Duty Manager Team and has the talent to learn and share her skills with new members.*

*Without a doubt, I firmly believe that Kapa is a perfect candidate for the GPP program which will help her to build a successful career in the hospitality industry.*

*Best wishes,*

*Joe Zhou*

*Campus Duty Manager*

*Blue Mountains International Hotel Management School*

Joe Zhou  22 July 2018