

To Whom It May Concern:

I hereby certify that Adélie Cuviller has been employed by St. Regis Bora Bora Resort since September 2012 as Concierge first and was promoted Assistant Head- Concierge in August 2014.

Adélie has consistently shown all the qualities of a highly regarded employee and went above and beyond of what was expected from her, as a Front Office associate. She has been demonstrating an excellent ability to quickly grasp new theories and applications and often gaining additional responsibilities.

Very “hands-on” and “people-oriented”, Adélie has achieved proven results in her department. Highly respected by the rest of the team and other hotel employees, she is also able to establish an outstanding rapport with guests and was seen at our Concierge desk, personally welcoming and interacting with guests on a regular basis. Overall, hard-working and enthusiastic, Adélie was very efficient at running the Concierge operation department.

She has been a great asset to our organization, always going out of her way to measure up to our expectations and running the operations with the total expertise one would expect from a well-rounded Concierge.

I highly recommend Adélie Cuvillier for any Hotel position.

Please do not hesitate to contact me if you should have any further questions.

Sincerely,

Duhayot Bertrand

Guest Services Manager

Royal Meridien Beach Resort & Spa Hotel Dubai