



PERGOLA

HOTEL AND SPA

10th October 2018

To whom it may concern:

Ms Jennifer [redacted] has undertaken an internship with G3 operations of the Pergola Club Hotel & Spa and the Solana Hotel & Spa, between the 17th September 2018 and the 11th October 2018, in role of a Spa Receptionist & Front Office Assistant.

Throughout this period, Jennifer gained a lot of experience in Front Desk Operations & Spa Coordination field, thanks to her level of responsibility and inter personal skills.

Main Responsibilities at Da Vinci Spa:

- Greet & welcome at Spa
- Assist guests to fill in detailed health & wellness consultation form prior to their treatments
- Direct guest to appropriate Therapist
- Answer incoming phone calls
- Ensure Spa reception area is tidy and presentable at all times
- Book Spa appointments to in house guests
- Update spa product stock take
- Promote Spa special deals by the pool and hotel main reception
- Perform other clerical receptionist duties such as filling & photocopying

Main Responsibilities at Solana Hotel & Spa Front Office:

- Assisting in daily tasks at Hotel Front Office
- Answering guest queries
- Taking in house phone calls
- Perform other clerical receptionist duties such as filling & photocopying
- Updating guests profiles on Hotel Software
- Prepare Guest Arrival Packs



PERGOLA HOTEL AND SPA,

Company Reg. No: C26935 | VAT Reg. No: MT16544705

Adenau Street, Mellieħa MLĦ 2014, Malta | Tel: (+356) 21523912/3

Email: info@pergolahotel.com.mt | Website: www.pergolahotel.com.mt





PERGOLA

HOTEL AND SPA

Jennifer also excelled at offering:

- Customer care to our very much diversified clientele both at Spa & Hotel Front Office
- Managed the Spa front desk and booking system

Additionally, throughout the internship, we have also witnessed extensive progress in Jennifer's fluency in spoken English, together with improved writing skills.

We have found Ms _____ to be:

- Reliable
- Hard-Working
- Honest & excellent moral character
- Excellent team player at all times

We do not hesitate in recommending her for different opportunities during her future career.

Yours sincerely,

Michela Mizzi Bartolo
VTCT Registered Therapist
Spa Coordinator

f/Sunsites Ltd.



PERGOLA HOTEL AND SPA,

Company Reg. No: C26935 | VAT Reg. No: MT16544705

Adenau Street, Mellieħa MLH 2014, Malta | Tel: (+356) 21523912/3

Email: info@pergolahotel.com.mt | Website: www.pergolahotel.com.mt