



MOCHLOS S.A.: MOCHLOS SITIA KRETA - GRIECHENLAND
TEL. (0843) 94.211-12 FAX 94.491



Mochlos, Crete April 20, 1997

Letter of Reference for MEIK BARTOSCHEK – Trainer and Consultant

We would like to recommend Mr. Meik Bartoschek to any business, hotel or resort in need of a professional human resources and customer service trainer.

Once again we had the opportunity to welcome Mr. Bartoschek to our resort and train our staff of 68 full-time and 47 part-time employees.

Mr. Bartoschek has inspired and enriched our team as well as our entertainment staff in a way which is rare to find.

His responsibilities included:

- Basic Customer Service Training for all staff members.
- Implementation of Customer Service Evaluation Tools and Training for Mid-level Management.
- Design and implementation of reporting instruments for Senior Management
- Coaching and Training of Senior Management

Mr. Bartoschek has worked tirelessly to reach the set goals before the beginning of our summer season. We are very pleased with the results he helped us achieve.

We rely on Mr. Bartoschek's expertise and do not hesitate to recommend him wholeheartedly to other resorts in our chain.

Sincerely

Dirk Rehorst
General Manager