

SKI Mark Warner

April 3, 1998

**Hotel Rosanna
A-6580
St Anton
am Arlberg
Austria**

To Whom It May Concern:

Chris Benson has worked for Mark Warner from 12th January 1998 to 22nd April 1998. Chris headed up a team of 13 staff at the Hotel Rosanna in St Anton Austria.

The Hotel Rosanna is the flagship for the Mark Warner winter program it has two restaurants catering for up to 250 covers per night. The kitchen not only provided a full a la carte menu but also catered for a full English Breakfast, children's lunch, afternoon tea and high tea.

Chris arrived at the hotel at an extremely difficult time, the previous head chef had been unable to implement the desired standards Mark Warner demand for their predominantly British client base. Chris immediately set about putting systems into place ensuring the quality of food meet the Mark Warner standards. This required the rationalisation of the full menu and adopting a pragmatic approach to the operational problems caused by the poor layout of both Kitchen and restaurants, remotivate an exhausted and disillusioned kitchen team whilst also demanding extra work from them to achieve strict Hygiene standards demanded by Local authorities.

Chris has been a key player in the management team and is well respected by all the staff. He was recently voted for by the staff, for the customer service award. In recognition of his outstanding customer service.

It is with great regret that we lose Chris back to the high life of super yachts and celebrities, but I will endeavor next season to tempt Chris back to the alps.

Sincerely yours,

Nick Roach
Resort Manager