

Ms. Talia Richardson
Restaurant Manager
Tapea Restaurant Group
56 Main St.
Centreville, VA 20122

Dear Ms. Richardson,

It's my pleasure to provide this letter of recommendation for Charlie, who worked as a server at Solera Restaurant for the past two summers. As Charlie's direct manager who worked closely with him throughout his time here, I was impressed with his work ethic, friendly personality, and ability to work well under pressure. As he graduates from Johnson & Wales with a degree in Hospitality Management, I'm confident that he has the skills to do well as an Assistant Restaurant Manager with Tapea Restaurant Group.

As a server at Solera, Charlie demonstrated superlative customer service. Our clientele is a mix of long-term patrons and visiting tourists, and Charlie was personable and professional toward all. Even when things got hectic during peak business hours, Charlie kept up his energy level and attention to detail. I recall one instance when the kitchen was backed up and a table complained about how long they had to wait for their food. Charlie listened to their concerns and offered them free desserts to ensure that they left feeling positive about their dining experience. Charlie is thorough, friendly, and helpful, all qualities that made him an excellent addition to our staff.

To learn more about hospitality management, Charlie set up meetings with me throughout the summer to discuss my responsibilities as Restaurant Manager. We talked about staff training and supervision, budget management, licensing, safety guidelines, administrative records, and business promotion, among other key parts of the job. Charlie brought a lot of knowledge to the table and quickly picked up new tricks of the trade. Between his classes at Johnson & Wales and practical experiences, he has a clear sense of the responsibilities of managing a restaurant.

Last summer, Charlie went above and beyond the call of duty to help us host large functions. In particular, he assisted in planning a graduation party for over 60 people and a bat mitzvah for 75. Charlie gave his input on menus and assistance in ordering supplies and overseeing stock levels before the events. Charlie also worked as a server, handling a large volume of requests during a precisely timed event. He proved himself to be a key asset in planning the

functions and making sure everything ran smoothly. If we had any assistant managerial positions available at Solera, Charlie would be the first person I would call.

Charlie has my highest recommendation for the position of Assistant Restaurant Manager. He consistently impressed me and the rest of the staff with his work ethic, customer service, and burgeoning managerial skills. Please don't hesitate to contact me for any further information. Thank you for your time.

Sincerely,

Janet Child
Restaurant Manager
Solera Restaurant
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