

## REFERENCES - HOSPITALITY

### FOUR SEASONS HOTEL NEW YORK

In the middle ages, the „Comte des Cierges“ („Keeper of Candles“) of a castle or a government building needed to know where all the functions took place as he was in charge of maintaining the candles for each event. This same person was also the keeper of the keys, known for having access to all places and handling all details.

Being a "Concierge" at the prestigious Four Seasons Hotel New York was one of the most exciting chapters in my professional life. Pulling out all the stops to meet the discerning traveler's every need – real or imagined – in one of the most fabulous cities of the world was a wonderful, unforgettable experience!

Here are some of the kudos I have received for my work.

*Pascale Mayer*

(RE-*AM*-IVE)  
pascale mayer



FOUR SEASONS HOTEL  
*New York*

HERBERT PLIESSNIG  
GENERAL MANAGER

January 9, 2001

To Whom It May Concern:

I am pleased to provide a letter of reference for Pascale Mayer.

Pascale was hired on a J-1 visa and started at the Four Seasons Hotel New York in July 1998 as a Front Desk Agent. In August 1999 she transferred to the Concierge Department and was with us as a concierge until December of 2000.

During her employment at our hotel, Pascale developed strong management skills and became a great team player. She displayed a commitment and responsibility, which was a great asset to each department, and she has as a long future in hospitality management. She was always eager to pitch in whenever needed, and was always up to the demands and challenges of the situation. Pascale has a wonderful personality for "front of house" positions; she has a congenial, outgoing personality, and is a responsible and hard-working individual. Her background as an actress was a wonderful asset at the Concierge Desk; she immediately puts guests at ease and handles any situation with great composure and sensitivity.

I am proud to recommend Ms. Mayer for any position, without hesitation; I am confident that she will meet all the challenges that her career brings with enthusiasm and consummate professionalism.

Sincerely,

Herbert Pliessnig  
General Manager

57 EAST 5TH STREET, NEW YORK, NEW YORK 10022, USA  
TEL: (212) 758-5700 FAX: (212) 758-5711 WORLD WIDE WEB: [www.fourseasons.com](http://www.fourseasons.com)

DEFINING THE ART OF SERVICE AT 40 HOTELS IN 19 COUNTRIES

Pascale,

A Huge Thx For Keeping  
all those around you so cheery  
during the late night hours!!

Thx

Tulio

BRYAN K. O'ROURKE

Pascale,

Feb 4, 2000

Thank you so much for  
your kind assistance. You have  
helped to make our visit  
beyond wonderful. If I  
can ever assist you do  
not hesitate -

Bryan

CREATIVE  
pascale mayer

29. October '98

  
FOUR SEASONS HOTEL  
*New York*  
A FOUR SEASONS • REGENT HOTEL

Dear Pasca!

I want to thank  
you & to tell you how  
much I enjoyed my stay  
What a lovely suite!!!

I am hooked - I can't  
wait to bring Nancy (France) here  
which we will do shortly -

I will be sure to call you.

Ayhan thanks for the generous  
upgrade!

All Best,




57 EAST 57TH STREET, NEW YORK, NEW YORK 10022, USA  
TEL: (212) 758-5700 FAX: (212) 758-5711


FOUR SEASONS • REGENT. DEFINING THE ART OF SERVICE AT 40 HOTELS IN 19 COUNTRIES

Alex Grados.

DEAR PASCALE —

THANK YOU SO MUCH FOR ALL  
OF YOUR HELP! WE VERY MUCH  
APPRECIATE YOUR KNOWLEDGE OF  
THE THEATRE AND YOUR HOSPITALITY  
(i.e., OUR COCKTAILS) — WE WILL  
BE BACK IN TWO WEEKS AND LOOK  
FORWARD TO WORKING WITH YOU  
AGAIN —

IAN 

todd  Lydia





liebe Pascale,

herzlichen Dank

für die perfekte und

nette Beratung!

Herbert v. Winterhoff



18. Sept. 2000.

Liebe Pascale, wie schön, dass  
es hier am "concourse-desk" geht.  
Ich hoffe viel dazu bei, dass  
unser Tag in New York wirklich  
angenehm und entspannt zu werden.  
Dafür möchte ich meine Frau und  
ich herzlich danken!  
Wünscht euch viel Glück!

x

Armin G. Fehle

Professor  
Dipl.-Ing. Armin G. Fehle

1.12.00



Sehr geehrte Pascale,  
haben Sie recht herzlichen Dank  
für Ihre zahlreichen Bemühungen.  
Wir sind sehr froh, daß wir noch  
ein Zimmer, auch noch so ein  
schönes, über Sie bekommen  
haben und genießen die Tage  
in New York.

Vielen Dank

herzlichst

Susanne und Martin Kutschera



1.12.00



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haben Sie recht herzlichen Dank  
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in New York.

Vielen Dank

herzlichst

Susanne und Martin Kuchner