

WRITTEN RECOMMENDATION

Attention: To whom it may concern.

Re: Lubomir Stanev

The present is issued to Lubomir Stanev, who has held the position "Head of Department" in the hotel "Diplomat Plaza Hotels & Resort" for the period from August 2011 till December 2012.

The main scope of Lubomir Stanev's activities were to recruit and to manage the department staff, to manage all Food & Beverage facilities, to budget in order to ensure the positive financial balance of the direction and to maintain contacts with internal and external customers, suppliers and control authorities.

During the period of Lubomir Stanev's management, hotel "Diplomat Plaza Hotels & Resort" participated in two projects:

- Best Wellness hotel of 2012;
- Best hotel website for 2012.

Lubomir Stanev is quite familiar with the legal framework of F&B direction. He speaks English, Russian and French languages and successfully applies them in his work. His professional attitude helped him in a short period of time to start planning, coordinating and monitoring the overall process. His ability to comply with organizational and financial rules brought the company very good financial results. His innovative ideas have enriched the F&B facilities menu. His previous contacts have become our new customers, who are fully satisfied with the overall service and quality. As Head of Department he changed the methods of offering, which helped us intrigue unreachable customers' segment. As a part of the recruitment process he was able fairly to assess applicants' technical and personal skills and by that in no time he managed to create a team of professionals. New employees were properly trained and brought in the process. Their level of adaptation was monitored as well as their potential for development. They were properly incited in order to achieve the goals of the company and the department in particular.

Lubomir Stanev was responsible for economical planning of the process by executing the arrangements with suppliers regarding prices, quality and delivery. He strictly monitored requirements regarding recipes compliance in relation to quality and quantity of input products. He conducted a comprehensive recipes file and was responsible of the proper use of equipment and inventory. As a material responsible person he maintained financial discipline by performing regular audits. As a prominent sommelier he was taking care of preparing and updating the wine list in line with recent trends. But above all his main obligation was to prepare offers and to organize and manage banquets, receptions, events and special orders. He succeeded by only applying one rule "Individual approach to each client". His continued diligence won us countless satisfied customers. His dedication won the "Diplomat Plaza Hotels & Resort" two major awards:

- Best Wellness Hotel in 2012;
- Award for the best website for 2012.

Lubomir Stanev's extremely careful and reliable work style is always equal to outstanding results in minimum time. Even in stressful situations he was able to accomplish the tasks with high efficiency.

Lubomir Stanev presented his wish to leave the company as of January 2013 year. We regret his decision and thank him for the work, by wishing him all the best in professional and personal level.

This written recommendation is issued regarding article 127, paragraph 3 of the Labour Code.

Manager "Balkan Center - Diplomat" Ltd:
/ Angel Stanev /

