

Copenhagen, 9<sup>th</sup> of September 2016

To Whom it may concern,

**RE: Recommendation for Bassel Tarek Hajjo**

This is our recommendation for Bassel Tarek Hajjo. This season, we have had the pleasure of having Bassel on both our pier team and our airport team.

At the airport, Bassel worked with us mainly as porter and for greeting the guests when they arrived in Copenhagen, making sure that all guests and luggage were brought to the right transportation. At the pier, Bassel worked with us as a key runner, ensuring that check-in agents had the correct keys for the guests.

Bassel mastered each position well, always making the guests feel welcome and well taken care of, while also assuring that all procedures were followed. We are happy to recommend Bassel, as he is a quick learner, flexible, very service-oriented and responsible.

If you have any questions or need further information, please feel free to contact me.

Yours sincerely,



**Elise Grøndahl**

Manager: Copenhagen - SMS International Shore Operations

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