

Cinema City Cinemas Sp. z o.o.
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REGON 365357914

Warsaw, 4.07.2024

Cineworld Cinemas

Customer Services Call Centre

Fosa 35, 02-768 Warsaw

Poland

To Whom It May Concern,

Mr. Manthan Pathak is employed at Cineworld Cinemas plc as Cineworld Customer Service Advisor from the 23rd of November 2021 until the 14th of July 2024. Cineworld Group plc is the second biggest cinema chain in the World with over 9100 screens across its Regal, Cineworld, Cinema-City, Picturehouse and Planet venues.

The main duties performed by Manthan are answering to two Cineworld helplines as the first point of contact, offering support and guidance to the cinemas on customer issues and company policies, dealing effectively with all customer interaction in a professional and courteous manner within agreed SLA's, taking full ownership of customer enquiries and complaints and ensuring investigations and follow ups are made within agreed timelines and logged within the department CRM.

Manthan was recognized as a very responsible and well-organized person. All assigned tasks were completed properly and on time. Manthan has a good relationship with his co-workers. He shared his knowledge and experience with new team members.

Manthan performs in a very active and creative way. Without any doubt, I can recommend Mr. Manthan Pathak to a future employer, as a good, honest and reliable employee.

Regards,

Michał Dratwicki

Call Center Manager

