



Republic of the Philippines  
**Tourism Infrastructure & Enterprise Zone Authority**

9 June 2021

**DR. ROSANNA M. OLGADO**

Manager, Administrative Services Department  
Administration and Finance Sector

Dear Dr. Olgado:

This is to favorably recommend **Ms. ELLEONOR W. GUMASTIN**, Officer-in-Charge of the Balicasag Island Dive Resort to the TIEZA scholarship program for a masteral degree at the UPLB. Ms. Gumastin was with Banaue Hotel and Youth Hostel on a Job Order status as a Front Desk Officer/ Marketing and Sales Officer in 2011 few month from graduating university and then as the Hotel Operations Officer (a regular employee) in 2015, until she was re-assigned at Balicasag Island Dive Resort (BIDR) in 2019 as the Officer-In-Charge.

While at the BHYH and now at the BIDR, I have learned a great deal of her abilities, and I know she will do well if given opportunity to pursue her education.

At BHYH, Ms. Gumastin has introduced changes and updates in the Front Office Department as well as coordinating functions in the Hotel. As a Front Desk Supervisor, she made a compendium of BHYH services to make the front desk operations smoother as their information are readily available through the compendium.

As the Officer-In-Charge of BIDR, she has settled with the Bohol Electric Corp. the electric connection of BIDR in so doing greatly decreasing the diesel cost for the generator of the resort. In addition to this, she spearheaded the beautification, repainting and minor repairs of the resort facilities to entice more guest to visit the place. Improvements in the systems and processes likewise improved under her able leadership.

During her service with TIEZA, she has worked to improve her knowledge and grown in confidence in her own abilities. I believe she will be an asset to the entity and a strong candidate as a future leader if she is equipped with additional knowledge she can gain from the program.

Sincerely,

**Atty. MARIA TERESA C. ALVAREZ**  
Manager, Operations Department