

**David Meca Sousinha**

Immerso Hotel, Ericeira

13/01/2025

Dear Sir/Madam,

I am writing to confirm that Isa Santos was employed at the Immerso Hotel, where I had the privilege of being her direct supervisor for approximately three and a half months. During this time, Isa consistently demonstrated a strong commitment to the company and her colleagues, and always showed exemplary respect for the company's hierarchy.

In her role, Isa met all expectations with excellence. She is highly proficient in several languages, which allowed her to effectively understand and meet the needs of our guests. Isa was always willing to assist customers, never leaving any request unanswered. She displayed great agility in handling unexpected situations. Isa was able to manage customer interactions in a way that prevented complaints, and when issues did arise, she always dealt with them in the best possible manner or escalated them to management if needed.

Isa is also highly organized and manages her time well. She rarely left tasks unfinished, and on the rare occasions when she did need to extend her hours, it was always for valid reasons, given the nature of the hospitality industry.

In conclusion, Isa is a valuable asset to any team. Her strong soft skills enable her to maintain high levels of motivation consistently and continuously.

If you would like further information regarding Isa Santos, I would be happy to provide it. Please feel free to contact me at 913124881 or via email at [sousinhadavid@gmail.com](mailto:sousinhadavid@gmail.com).

Kind regards,

David Meca Sousinha

Food & Beverage Manager