



## HOTEL VINTAGE PARK

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Seattle, WA 98101  
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206-623-0568

[www.hotelvintagepark.com](http://www.hotelvintagepark.com)

March 6, 2012

To Whom It May Concern;

I am pleased to recommend Brady Rainey for the Education Fund Scholarship at North Seattle Community College. Brady has worked here at the Vintage Park for over 2 years and his leadership skills, work ethic and attendance are exemplary. Brady is a responsible and resourceful person and employee. He is responsible for the safety, security and audit procedures on our night shift. He is also responsible for our guest satisfaction during his shift. Brady was nominated by our employees and managers last year and won our Employee of the Year recognition due to his exceptional performance as a leader and team player.

Brady is the rare combination of high standards and humility. He believes in doing his best in all areas of his life and he makes time to give back to his community on many levels. I highly recommend Brady Rainey for inclusion into your scholarship program. He is an individual of strong character and integrity.

If you have any further questions, you may contact me personally at 206.428.2410.

Warmest Regards,  
Sandy Burkett  
General Manager  
Vintage Park Hotel

March 8, 2012

To Whom It May Concern,

At the Front Desk of the Hotel Vintage Park, our goal was to ensure the satisfaction of every guest who stepped through our front doors. Though seemingly simple, this enormous task required careful coordination, communication, and attention to detail in what would prove to be a fast-paced, high-stress environment. Although I oversaw this department as the Front Office Manager, Brady Rainey was the true leader among his peers—someone who could be relied upon to deliver, looked to for guidance, and through it all, would never lose sight of our goal.

Brady was instrumental in ensuring our operations ran smoothly. He was well aware of the staff in the Hotel and understood their work load. Brady also realized that to effectively take care of our guests, he would need to be able to utilize all of the tools and resources available to him. Brady built relationships with all staff members and didn't hesitate to assist them with their duties in his downtime, even if these were not his responsibility. As such, Brady built a cohesive front with his team which was able to effectively resolve any guest need.

As a leader, it is important to ensure the people you work with are updated with pertinent information. When a new situation arose, Brady has been an effective communicator, concisely describing situations and what must be done in preparation. When he observed inconsistencies or weaknesses in our procedures, Brady was highly effective in gathering input and proposing new procedures which would address areas of concern.

At the heart of operations in the hospitality industry, many things can be easily overlooked. Brady took it upon himself to proactively review reports and review posting journals to ensure accuracy. When questions arose, Brady would instinctively investigate things further, often correcting errors before they could become an issue with our guests. His self-driven leadership and meticulous nature has made Brady an invaluable asset in all positions at the Front Desk.

Though I could continue to talk about Brady's many strengths, none speak more highly of him than our results. While Brady was with the Hotel Vintage Park, we were consistently in the top 5 Kimpton Hotels for Guest Satisfaction. The Hotel has received numerous distinctions including Travel & Leisure's Top 500 and Conde Nast's Gold List. Many of the compliments from our guests can be traced back to the work Brady has done.

I give Brady Rainey my highest recommendation in any endeavor he pursues. Brady would be a strong asset to any organization, and would excel in any situation. Please do not hesitate to contact me should you have any questions or should I be of further assistance.

Sincerely,

Stephan Higa  
Director of IT  
Kimpton Hotels and Restaurants-Seattle