To whom it may concern:

I am writing this letter on behalf of James Driggs, who I believe is an excellent candidate for any scholarship pertaining to guest service, tourism, or hospitality. In my many years in hospitality, I have only come across a few employees who exemplify true customer service. I was immediately impressed with James’ positive attitude and enthusiasm for his job, and through my time working with him, he has shown that he truly cares for not only his guests, but also his fellow co-workers.

I know from personal experience that James is comfortable working with a wide range of personality types and can easily take on additional taste outside of his usual roles when necessary. He is open and willing whenever cross-departmental collaboration is required. His commitment to the guest experience is inspiring, and I have been quite impressed with his zeal for learning as he continually sought to expand his knowledge base to serve our guests.

I hope that you will strongly consider James for any scholarship opportunity; as he is a hard worker and was a strong addition to our team. If you have any questions about my experience with James please do not hesitate to contact me at (562) 331-8009.

Sincerely,

Laura Temple
Assistance Front Office Manager
Hyatt Regency San Francisco