

TAJ
RESORT & CONVENTION CENTRE
GOA

February 14, 2023

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. SAMAR PRABHASHANKAR RAO** is working at the Taj Resort and Convention Centre, Goa, as a Hotel Operations Trainee in the Food Production department from 1st February, 2021 till date.

As the Executive Chef, at Taj Resort and Convention Centre, Goa, I've had the opportunity to closely monitor Ms. Samar during her training phase. During her tenure, she has shown high levels of responsibility, accountability and initiative.

Ms. Samar has worked across various sections within the department and has always proven to be a fast learner, a valuable team member and has successfully adapted to the technical requirements of each of these sections.

During her course of training, Ms. Samar has had to interact with various people and work in high-pressure situations which has helped her develop a multi-perspective, resilience and the ability to observe and analyze different approaches towards a given task.

I have also had the pleasure to observe and make note of her working ethic, Ms. Samar has always been polite and respectful in all her interactions, she has been punctual, has had remarkable attendance and is able to prioritize and organize her tasks.

As part of her training, she has also had to interact with guests which requires her to assess and identify their needs and deliver solutions. My observation during her interactions with guests has been as follows: -

- Owing to her warm personality she is able to make the guest feel comfortable and confident to voice out their feedback/suggestions/requests.
- Displays a high quotient of empathy, aiding her in understanding the exact requirement.
- Analyzes and arrives at relevant solutions quickly.
- Ability to delegate to her team members clearly the processes/steps by which the solution can be achieved.

Ms. Samar has shown a keen interest to learn and share her knowledge with the rest of her colleagues. She consistently demonstrates a strong work ethic, willingness to take on tasks and always looks at opportunities to contribute towards the success of the team. She has demonstrated her exemplary leadership skills by effectively and efficiently running breakfast operations on a daily basis and has assisted in achieving a status of excellence.

She has a true passion for learning and is always seeking out new and innovative ways to improve her skills and knowledge. It has been an absolute pleasure to see this young mind evolve and grow into one of our invaluable assets.

Ms. Samar has always worked well with others and proactively mentors her juniors and creates a joyful, harmonious working environment. She is our very own bundle of energy and rockstar.

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It will be my honor to recommend Ms. Samar both on a professional and a personal level for the Master's program at your University. I can vouch for her diligence, efficiency, productivity and integrity. I take pride in being associated with her training and wish her all the very best in all her academic pursuits. Her spirit, determination, talent and skill are capable of doing wonders.

Thanking you,

For Fomento Resorts and Hotels Limited
Taj Resort & Convention Centre, Goa


MD SHAFID HOSSAIN
EXECUTIVE CHEF