



**PHUKET PATONG**

**Reference Letter – Task Force Hotel Manager**

To Whom It May Concern,

It is my pleasure to provide this reference for Patrick Duff, who worked with us as a Task Force Hotel Manager from 1 October 2025 to 31 March 2026.

During this period, Patrick demonstrated outstanding leadership, professionalism, and delivery across all aspects of hotel operations within a lifestyle hospitality environment. He consistently approached each assignment with energy, clarity, and a strong results-driven mindset, ensuring fast, effective execution while maintaining high service standards.

Patrick played a key role in post opening management and operational completion, successfully driving initiatives across departments while maintaining strong cost controls and supporting revenue growth through commercial focus and business development strategies.

One of Patrick's greatest strengths is his ability to motivate, engage, and develop leadership teams. He worked closely with Department Heads to build accountability, structure, and operational excellence, creating a positive culture of ownership and continuous improvement.

Patrick is highly guest-focused and maintains a visible, interactive presence with both team members and guests. His hands-on leadership style greatly enhanced guest satisfaction, service consistency, and overall hotel performance.

He is exceptionally organized, detail-oriented, and dedicated, bringing strong standards, clear processes, and operational discipline into every area of the business. In addition, Patrick has an excellent understanding of Thai culture, the local community, and the

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working environment within international hotel brands such as Accor, enabling him to build trust quickly and operate with great effectiveness.

Patrick was a key contributor to operational stability, team performance, and commercial improvement during a critical transition period. I would highly recommend him for senior hotel leadership, task-force assignments, and long-term executive roles within luxury and lifestyle hospitality.

Should you require any further information, please feel free to contact me.

Yours sincerely,



Signature: \_\_\_\_\_

Nittaya Natsathan

Cluster Director of People & Culture

Avista Hotels & Resorts (Accor Franchise)



Signature: \_\_\_\_\_

Yogi Rana

Cluster General Manager

Avista Hotels & Resorts (Accor Franchise)