

26th June 2020

Dear Hospitality Executive,

I am writing to you on behalf of Patrick Duff. I have had the opportunity and pleasure to work closely with him while he was at Dusit Thani Laguna Phuket as Executive Assistant Manager. He hit the ground running and quickly adjusted to the resort and team here in Thailand. With Patrick's efforts, we were able to dramatically improve our F&B standards. Not only was he able to bring his considerable skills and luxury background to the task, but probably more importantly, great leadership and hospitality experience.

As our resort continued to work on improvement projects and increasing business levels during a reduction of tourists due to shifting market to Thailand, Patrick and I stayed well connected. He was a relentless and passionate advocate for improvement and positive change. Given the magnitude of this initiative across the company coupled with the fact that we are a highly important location for Dusit Thani Hotels with wide fluctuations in business levels, we were constantly reviewing the structure and focus of our process improvement processes. Patrick was instrumental in bringing new ideas to the table and working with a small group of colleagues to continue to push for positive changes and fight the cultural status quo.

Patrick was well respected by his team. He led by example demonstrating a wealth of F&B experience, knowledge and skills.

Patrick is highly organized, disciplined, and results-oriented. He works well in a team environment and can effectively bring a diverse group of people together toward a common solution. In Summary, I would rehire Patrick again and would recommend him to other hotel companies without hesitation. He brings a long and varied background in hospitality that can be difficult to find today. I would strongly recommend him to any organization.

Sincerely,



Benjamin Perera
General Manager