

**Kim Jensen Booth**

**6751 Jade Post Lane  
Centreville, VA 20121**

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To Whom This May Concern,

As Director of Marketing of the ANA Hotel in Washington, DC. I have had the pleasure of working with Mr. Chris Jordan since August of 1995 when he joined us as an Assistant in the Marketing Department. He came to us on the highest recommendations from Duke University, where he held a similar position.

Chris has served us in many ways very effectively. One of the most outstanding has been as a change agent in our marketing office. Allow me to detail some of his accomplishments:

- \*he streamlined the receptionist duties, created and organized a Daily Checklist with written instructions so all new staff could be properly trained.
- \*created a rotating Assistant's schedule, which increased accountability and eased staff shortage issues.
- \*served as the Key Operator for our Delphi system which includes daily problem solving and trouble shooting. In addition, Chris lead the recent Global Delphi upgrade team on property.
- \*serves on the hotel's MIS Committee.
- \*streamlined the Banquet Event Order process for the entire department.
- \*has assisted in many creative projects within the department because of his high level of artistic ability and skill.
- \*has been a moral leader in the office and has been a recipient of the "Star of the Quarter" Award (a hotel wide program) for his tireless dedication and commitment to excellence.
- \*is highly regarded by the senior marketing staff at our corporate headquarters because of his willingness to assist with a high level Global Delphi Committee.

In short, I believe Chris is one of the best employees I have had the occasion to work with. I would highly recommend him for any position which requires any of the aforementioned qualities.

Sincerely,

