



## Certificate of Practical Training

Tenerife, 18<sup>th</sup> June 2008

To whom it may concern:

This letter certifies that **Mr. Markus Bauer**, born on 24.12.1981, residing at Bäckerhügel 5, 97633 Saal, Germany, worked as a trainee in our hotel chain in Canary Islands, from 1.04.2008 to 18.06.2008.

**Dreamplace Hotels & Resorts** is a hotel chain consisting of two 5 stars hotels (Hotel Gran Tacande and Hotel Gran Castillo) and two 4 stars hotels (Hotel Noelia Sur and Hotel Villa Tagoro) situated in Tenerife and Lanzarote.

During his internship with us, Mr. Bauer worked primarily in the **Sales and Marketing Department**, where he carried out the following tasks on his own initiative:

- Translation of the web presence from Spanish into English and German
- Help in the implementation of the Customer Relationship Management
- Creation and checking of the arrival lists and reservations
- Price comparison from brochures of different markets and hotel competitors
- Support on preparation of the informative literature for the presentation of the hotel to incentive groups and travel agents
- Preparation of promotional tours/trips
- Revision of different publications in travel brochures, Internet, etc, in the English, and German languages
- Translation of various texts in the marketing department from Spanish into English and German
- Creation and corrections of scripts and presentations, using Word, Excel and Power Point
- Filing and improvement of publications

Mr. Bauer has always been proactive and has performed all tasks commended to him with great interest and to our complete satisfaction. Mr. Bauer is quick to grasp situations and has the ability to find the right solutions quickly. In all areas, he distinguished himself by his reliability, flexibility, diligence and accuracy. It was a pleasure to have him working for us. He was very team-orientated and always friendly towards superiors, colleagues and guests.

We thank Mr. Bauer for his excellent work, and we wish him success, both for his private, and for his professional future.



Carmen Martínez  
Director of Sales & Marketing  
Dreamplace Hotels & Resorts, S.L

### Sales & Marketing:

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