

**The Grange Hotel  
1 Clifton  
York  
YO30 6AA  
Tel 01904 644744**

November 1<sup>st</sup> 2010

**To whom it may concern**

I am the Managing Director of 2 hotel companies. My staff in both hotels based in York and Cambridge are in constant need of training to allow them to deal with difficult situations. They need to develop their inter-personal skills to engage with the General Public and how to handle a stressful situation and if possible to turn it around so that the situation can become a positive rather than a negative.

Belinda Alexander held a course at the above hotel with the brief to show the front of house staff to improve their appearance and to give them the confidence to respond to clients depending on the situation.

The staff enjoyed the course and we certainly benefited from the advice that was given. We particularly appreciated the feedback from Belinda relating to the staff she trained and allowed us to assess the capabilities of those staff for future development.

I would not hesitate to recommend her innate skill in improving our team and making it an enjoyable experience for them.

If you need further information please do not hesitate to ring me at the above number.