

Monday, May 10, 2010

To Whom It May Concern:

Frenchman's Creek is a private resort community consisting over 600 homes with values in the multi-millions. As a resort community we provide our membership with a wide variety of amenities, including but not limited to four restaurants, a 72,000 square foot clubhouse, 11,000 sq. foot fitness & spa facility, an in house television station, two championship golf courses, 17 tennis courts, concierge home services, private home ocean access, and a separate beach club located on the Atlantic Ocean. In addition to these many offerings, Frenchman's Creek is proud to be recognized as a Platinum Club for creating a world-class service setting. All successful Frenchman's Creek employees carry with them the ability to provide the highest service in the most demanding setting. By providing constant and ongoing staff education, Frenchman's Creek also ensures that team members will continue to be able to meet the challenges presented by our dynamic and ever improving facility.

During his stay at Frenchman's Creek Country Club, Miguel Neves Palhota Fonseca has proven to be an enthusiastic, prompt and professional member of the Golf Staff. Since his arrival at the club in October 2009, he quickly adapted to the rigors and demands of our fast paced environment, and has since been recognized on multiple occasions for outstanding personalized service. His technical skill, attention to detail and his willingness to go the extra-mile have endeared him to members and staff alike.

Whilst working at Frenchman's Creek, Miguel has been involved in several different areas of Golf Club Management. Miguel originally began his training program as part of the Caddy Operations at the club. Tasks involved 'Caddying' – where Miguel was expected to aid the members with local course knowledge and other aspects of golf awareness, 'Bag-drop' – where trainees are anticipated to warmly greet both members and guests to the club and to ensure that all their needs are delivered, and finally the 'Driving Range' – here Miguel was trained to use the driving range machinery, to efficiently maintain a clean and well prepared range facility, where balls and other necessary equipment were always provided.

After working here for the past 7 months he was fortunate enough to be promoted to work as an assistant in the Golf Shop. While in the Golf Shop, Miguel learned the fundamental skills of customer service, floor management and golf club advice. He gained great confidence when answering the phone, giving a clear and polite response to all calls. Due to his great confidence on the phone, Miguel made several important

FRENCHMAN'S CREEK

BEACH & COUNTRY CLUB

telephone orders to the many hard goods vendors that Frenchman's Creek deals with. As part of the Golf Shop operations, Miguel had to participate in pre-tournament organization, which included; tee times and pairings, collecting player handicaps from other golf clubs and also golf course preparations (marking out both water and lateral hazards).

Also during the busy holiday season in December and January, he helped out in the Food and Beverage department for several main events in the Main Dinning Room. Miguel's lateral service was greatly appreciated by the various departments that he aided. In all areas of golf club operations at Frenchman's Creek. Miguel showed complete understanding of all tasks he was involved in, and also showed great responsibility in doing the best job for Frenchman's Creek and its many members. Miguel was an important asset to many operations at the club and will be greatly missed.

It has been my privilege to track the progress of Miguel's career. While I do not want to lose him from our team, I must recommend him without reservation for any position that he may seek as I am convinced that he will become a valued asset in whatever organization that he works with. I wish Miguel continued success in the future, and would certainly welcome him back to Frenchman's Creek.

If there is any additional information that you require, please contact me at (561) 622-1620, ext. 349.

Sincerely,



Robert Bruno
Frenchman's Creek Country Club
PGA Director of Golf



Miguel Neves Palhota Fonseca