



2 July 2013

To whom it may concern

I am writing this letter to confirm that Dragoslava Yanakieva has worked for Hilton Worldwide for more than 12 years. She has been in her current role, Regional Manager of Learning, Europe, within Hilton Worldwide University since 2010. Prior to this she was the Director of Human Resources at the Hilton in Sofia, Bulgaria (2008-2010), Human Resource Manager (2006 - 2008) and the Training Manager (2000-2006).

In Dragoslava's current role she manages training needs in the European region for our full and luxury brands and owners. She is a true professional and extremely well regarded by our corporate and hotel teams in the region for her understanding of learning and ability to bring it to life in each hotel she visits.

At all times I have found Dragoslava to be extremely professional, dependable, reliable, and hard-working. Dragoslava leads by example, is eminently clear in verbal communication (in multiple languages!) and tirelessly works to support all of the hotels and their team members; she truly cares and brings a passion to learning that is hard to find. I am constantly amazed at how much responsibility Dragoslava handles and yet she is always willing to take on new projects so she can continue to learn and grow personally and professionally.

I am confident Dragoslava is capable of excelling at the CPLP certification. As her department head, I will ensure she has the support she needs to prepare for both the test and the work product project.

Thank you for your consideration of this outstanding team member.

Sincerely,

A handwritten signature in cursive script that reads "Gretchen Stroud".

Gretchen Stroud  
Dean, Hotel & Owners Colleges  
Hilton Worldwide University  
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