

June 25, 2013

To whom it may concern

I am writing this letter to confirm that Dragoslava Yanakieva has worked for Hilton Worldwide for 12+ years. She has been in her current role as a Regional Manager of Learning 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 her current role she manages training needs in the European region for our full and luxury brands. The list of Dragoslava's responsibilities is long and I have included them in the 2<sup>nd</sup> page of this letter. I am very blessed to have Dragoslava on my team and feel it is important to share her vast responsibilities but also to share information on her strong character.

At all times I have found Dragoslava to be extremely professional, dependable, reliable, and hard-working. She truly lives our Hilton Worldwide values everyday; she is hospitable, conscientious, honest, a team player and courteous. Dragoslava leads by example, is eminently clear in verbal communication 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 extra projects as needed; she seizes new opportunities and does this with a positive attitude and big smile.

I have no doubt that Dragoslava is capable of excelling at CPLP certification. As her manager, I will also ensure she has the support she needs to prepare for both the test and the work product project.

Please note that I have listed some of her many responsibilities on the 2<sup>nd</sup> page as well as her work previous to working in this department. I'm also happy to provide further information if required.

Below is a sampling of the current responsibilities that Dragoslava Yanakieva has:

- Conducts Opening Training courses in Europe for our Luxury and Full Service Brands
- Conducts Regional Training courses in Europe
- Supports Translations of new / updated training materials for Full service and Focused Brands
- Conducts Training Webinars to assist properties on topics such as raising their service scores and how to serve guest
- Supports the Full Service Brands Culture teams and helps to ensure the brand initiatives are communicated on the property level
- Supports General Manager Brand Training
- Supports our Owner Orientations
- Supports all ongoing training and development support for opened properties in Europe
- Attends Europe Learning & Development Team meetings to ensure we are maintaining strong connection between HWU Team and L&D in Europe

Some of Dragoslava's successes:

- Supported opening of DTbH Sanya in China conducting opening DTbH Train The Trainer and CARE Rally for 700 team members
- Facilitated Trainings upon request ( In Tact team training ): "Situational Leadership" for DTbH Moda Istanbul, Turkey
- Facilitated In Tact training: "Refreshment Brand Training" for Hilton Florence, Italy.

Sincerely,

*Dona Clark*

Dona Clark  
Hilton Worldwide University  
Sr. Manager, Learning