

From: lori\_kuzma@harvard.edu

To: BostonsBestBar@aol.com

Sent: 9/14/2011 3:06:59 P.M. Eastern Daylight Time

Subj: What a gem!

Dear Dianna,

I just had to take a few moments to drop you a note and let you know what outstanding service Tina Ghikas provided at an event we hosted here on Thursday, September 8. I'd contracted with Redbones to cater a casual outdoor barbecue and figured Tina's role would be limited to the usual keeping the bar stocked and pouring a few drinks. But when Thursday's weather turned out to be terrible and significant rainfall led me to some last minute scrambling to establish a partial indoor service location, Tina proved invaluable. A capable bartender suddenly morphed into an event manager before my very eyes, as she skillfully anticipated the needs of my outdoor set-up and guests while I scrambled around inside. Every time I looked her way she was bussing tables, chatting with guests, wiping off sweating water glasses, you name it! I found it particularly noteworthy, too, that she did all this flawlessly without ever appearing to overstep her bounds. Any time it was appropriate, she consulted with me first before undertaking her next much-needed task.

Tina is very clearly a very well-trained and talented hospitality professional. I suspect you already know what a gem you have, but my conscience wouldn't rest until I had a chance to remind you! If you'd like to chat further on her many virtues, I'm happy to do so anytime.

Sincerely,



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