

Intern Performance Evaluation

Name of Intern: Mahmood Khalid Neemat
Department: Sales / Commercial Office HYATT Inclusive Collection Tenerife
Period of internship: 01.05.2024 – 31.07.2024
Head Supervisor: Pedro Sierra – Commercial Director HYATT Tenerife
Mentor: Beatrice Medrow – Sales Manager
Date: 02.08.2024

To whom it may concern,

We are pleased to provide a performance evaluation for Mahmood, who has been a dedicated and valuable member of our HYATT Sales department at the Tenerife office, responsible for the following hotels:

- Alua Tenerife 4*
- AluaSoul Orotava Valley 4* (adults only)
- Alua Atlantico Golf Resort 4*
- AluaSoul Costa Adeje 4* (adults only, new opening 01.11.2024)
- Parque San Antonio 4*
- Dreams Jardin Tropical Resort & Spa 4*.

Throughout the internship, Mahmood consistently demonstrated a high level of conscientiousness and diligence in all tasks. His work was not only effective but also executed with great precision and attention to detail, significantly contributing to the smooth functioning of our team and the achievement of our sales targets.

Mahmood showed unwavering interest in all aspects of the Sales department, approaching each task with enthusiasm and a keen desire to learn. This proactive engagement and willingness to take on new challenges were evident and greatly appreciated.

During his time with us, Mahmood worked on improving his Spanish language skills. Although there is still room for improvement, his progress was commendable, showing a clear commitment to further developing this important skill.

Adaptability was one of Mahmood's strong suits, as he quickly integrated into our team and collaborated effectively with colleagues. His ability to adjust to different situations and work seamlessly with various team members was highly beneficial.

In addition to his adaptability, Mahmood brought forward valuable ideas and suggestions. His innovative thinking and fresh perspective were instrumental in several projects, contributing to our department's overall success.

One of his greatest strengths was the ability to quickly grasp complex concepts and apply the knowledge gained to other areas. This skill was particularly beneficial in understanding market trends and developing strategies to address them effectively.

During his internship, Mahmood successfully completed a wide range of tasks in the different segments of tour-operators (leisure and golf) and MICE, including:

Tour-operators and travel agencies:

- Preparing new contracts, reviewing and validating contracts of tour-operators
- Hosting client visitations and giving hotel tours for Famtrips in different hotels, meeting with potential clients and networking
- Selling and contacting new potential clients via E-mail, introducing new hotels, and forming new connections
- Preparing presentations for golf clients and regulating reservations of clients for golf courses
- Checking websites of TTOOs and validating changes
- Filling out fact sheets for travel agency websites

Presentations:

- Making presentations for agents to introduce various hotels
- Working upon demanded changes

Events/Projects:

- Assisting in organizing an event for 90 people (graduation) and overseeing the event
- Hyatt Hy5 project: Contacting various departments, looking for specific locations to film, and managing time and structure to meet deadlines

Analysis and Comparisons:

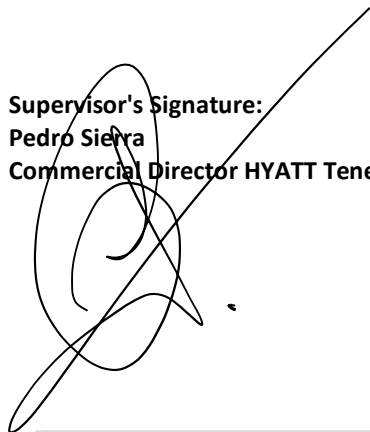
- Conducting price analysis and gathering valuable information
- Comparing prices with competitor hotels, regulating weekly price changes

Other:

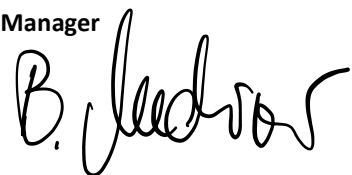
- Working with PowerPoint, Excel, and Word
- Checking bookings and their rates in PMS Avalon

In summary, Mahmood has been an outstanding intern whose contributions have greatly benefited our Sales department. His conscientious work ethic, eagerness to learn, adaptability, and innovative ideas have made a lasting impression on our team. We are confident that Mahmood has a bright future ahead and will continue to excel in his professional endeavors.

Supervisor's Signature:
Pedro Sierra
Commercial Director HYATT Tenerife



Mentor's Signature:
Beatrice Medrow
Sales Manager



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