

Patrick Bartlett
Rove Travel
169 Madison Avenue #2028
New York, NY 10016
September 9th, 2023

To Whom It May Concern,

I am writing this letter of recommendation for Mihaela Burlacu, a former manager of mine at Rove. I had the pleasure of working closely with Mihaela during her tenure with our team, where she displayed exceptional dedication and leadership qualities.

Mihaela joined Rove during a pivotal time in our company's growth. As a luxury property rental start-up company, we were rapidly expanding, and our success hinged on building out the operational functions of our concierge, sales, and reservations teams effectively. Mihaela took on this challenge with enthusiasm and expertise, demonstrating her remarkable abilities in customer service and care management.

In addition to Mihaela's exceptional interpersonal skills and leadership, she also excelled in managing technical challenges within our rapidly evolving industry. Mihaela played a crucial role in identifying, implementing, and managing various automations and integrations that significantly enhanced the efficiency of our daily operations. Her adept handling of technological solutions not only streamlined our processes but also contributed to the overall success of our team. Mihaela's ability to navigate and implement these advancements showcased her versatility and forward-thinking approach to problem-solving. Her technical acumen was a key asset in ensuring our team stayed ahead of industry trends and maintained a competitive edge.

In her role, Mihaela exhibited a deep understanding of the luxury services industry and an innate ability to connect with clients on a personal level. Her warm and approachable demeanor made clients feel valued and appreciated, resulting in increased customer satisfaction and loyalty. Mihaela's commitment to providing top-notch service was evident in every interaction, and her dedication to resolving customer issues quickly and efficiently set a high standard for our team.

One of the most impressive aspects of Mihaela's contributions was her early leadership in building and nurturing our remote-based concierge team. She not only excelled in her individual role but also demonstrated the confidence and leadership skills necessary to mentor and guide her colleagues. Mihaela's team-building efforts were instrumental in creating a cohesive and highly effective customer service unit within our organization.

What truly sets Mihaela apart is her unwavering loyalty and commitment to her team. She fostered a collaborative and supportive work environment where team members felt valued and motivated to perform at their best. Her ability to lead by example and inspire those around her was nothing short of exceptional.

In summary, Mihaela possesses a unique blend of experience in customer services/care management and the right attitude for success in any role she undertakes. Her warmth, approachability, commitment, dedication, loyalty to her team, and unwavering confidence in her skills make her an invaluable asset to any organization.

I wholeheartedly recommend Mihaela for the position she is applying for. I have no doubt that she will bring the same level of dedication, expertise, and positive attitude to her new role as she did during her time at Rove. If you have any further questions or require additional information, please do not hesitate to contact me at Patrick@rovetravel.com or 877-510-7683.

Sincerely,

Patrick Bartlett
Head of Property Operations
Rove Travel