



PAN PACIFIC
WHISTLER

Emily Oxley - Former Front Office Manager, Pan Pacific Whistler

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To Whom It May Concern,

I am pleased to write this letter of recommendation for Ruslan Mansurov, who worked under my supervision as a Guest Experience Manager at Pan Pacific Whistler from April 2023 until my departure in July 2025.

During this time, Ruslan consistently demonstrated a strong commitment to excellence and was a key contributor to our team's success. He brought an exceptional level of attention to detail, a tireless focus on guest satisfaction, and a deep understanding of the standards that define a luxury guest experience. His ability to efficiently manage operations while maintaining dependability under pressure made him an invaluable asset to our front office team.

One of Ruslan's most commendable qualities was his drive for continual improvement. Over the course of our time working together, I witnessed him make significant strides in communication, adaptability, and flexible thinking. Whether it was navigating complex guest concerns or leading by example on the front desk, Ruslan consistently showed a willingness to learn, grow, and support those around him.

Perhaps most importantly, Ruslan took real ownership of his role, always striving to raise the bar and uphold our brand's values. His professionalism, integrity, and work ethic set a high standard for his peers and positively impacted the overall guest experience.

I am confident that Ruslan will continue to thrive in any role that demands strong leadership, attention to detail, and a guest-centric approach. He has my highest recommendation. Please feel free to contact me directly should you require any additional information.

Sincerely,

Emily Oxley
Emily Oxley

Former Front Office Manager
Pan Pacific Whistler



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