

May 19, 2020

Dear Potential Employer,

I am writing this letter in regards to my working relationship with Zack Deacon. Zack and I worked together at Hyatt Regency Bellevue for almost 2 years. At the time, I oversaw the Rooms Operations for the property, while Zack was an Assistant Housekeeping Manager. At the beginning of my tenure, there was some internal movement and we had an opening for our Executive Housekeeping position. Zack had made such a positive impression on me with his work ethic and tech savviness, that it became an easy decision to put him in such a large role that is so vital to a hotel's operation.

As the Executive Housekeeper, Zack was directly responsible for the following:

- Managing payrolls, schedules and accountability for 90+ colleagues.
- Inventory and ordering process (seven-figure budget).
- Customer service metrics, specifically overall hotel cleanliness.
- Colleague engagement.
- Training for line staff and salaried assistant managers

During his time as Executive Housekeeper, Zack designed and managed a new deep clean program for our 732-room hotel which led to an increase in our guest room metrics. Zack worked with a corporate liaison to revamp our operating system and encourage more intelligent usage; this led to increased productivity within his department. One of Zack's biggest accomplishments was designing and implementing a successful new incentive program which created more accountability within his team and helped to raise overall metrics. While making these changes and increasing accountability, Zack was still able to raise the engagement scores of his colleagues year over year. All of this resulted in him being recognized as Manager of the Year for 2019.

I have no doubt that many of the skills Zack has learned during his tenure with Hyatt would be transferable to other business operations. Please feel free to reach out to me personally if I may further assist with answering any questions on Zack's professional character.

Best Regards,

Alex Dantes  
Director of Rooms  
Hyatt Regency Dallas  
[Alex.dantes@hyatt.com](mailto:Alex.dantes@hyatt.com)  
773-457-1600



## Zachary Deacon Letter of Recommendation

Perspective Employer,

Zachary was a leader in my Operations Division at Hyatt Regency Bellevue, in the Capacity of Director of Housekeeping. Zachary was directly responsible for approximately 100 colleagues and the largest expense budget at the hotel. During the 1 year that he worked on my team he achieved the most growth of any department in guest and colleague survey metrics while simultaneously increasing efficiency.

Zachary is a "servant leader". Additionally, he excels in problem solving and enjoys taking on new challenges. Of my team members, he was the most involved on elective teams and committees focused on guest and colleague improvement. In 2019 our large hotel boasted some of the highest metrics in the company and achieved all budgets, his extra effort contributed greatly to our success.

These great qualities and achievements resulted in a "Manager of the Year" award for Zachary for his performance in 2019. While Zachary's abilities allow him to excel in Hospitality his skills are highly transferable to any business looking for; Leadership, Intellect and Empathy.

If you are considering Zachary for a position I would hope that you would contact me directly using the information below.

Sean R Clark  
Director of Operations  
Hyatt Regency Bellevue  
m: 530.721.2736  
e: Sean.Clark@Hyatt.com

To Whom It May Concern,

It is my honor to recommend Zachary Deacon for a position in your company. Zack and I have worked together for the past three years in which I have served as his direct supervisor on a couple of occasions at the Hyatt Regency Bellevue.

In the time that Zack and I have worked together I have seen firsthand the many skills that define his management style including his adaptability, compassion, and ability to follow through on tasks and establish long lasting processes. When I first met Zack he was an assistant manager in our housekeeping department still in the beginning stages of his career. Fast forward a few years later and he had become our strongest department head in the hotel and won Manager of the Year in 2019. More than a manager, Zack is a leader who cares deeply not just about his work, but about those around him. He'll go the extra mile to guarantee the success of his company, colleagues, and customers.

Zack is a person that I could always rely upon and was a crucial help when it came to problem solving and conquering complex challenges that stood in front of the hotel's success. Zack directly managed close to 90 employees in his role as Executive Housekeeper. In addition he was responsible for a seven figure budget, customer service scores, hotel cleanliness & colleague engagement. To achieve the success that Zack did requires someone who has extraordinary work ethic, patience, drive, and the buy in of those 90 direct reports. I can tell you that Zack certainly did. It is my belief that Zack would make an outstanding addition to your company and would be the type of person whose own personal growth and achievements would coincide with the successful growth of your business.

Sincerely,

Joshua Starr

Assistant Director of Operations, Hyatt Regency Bellevue

900 Bellevue Way NE, Bellevue, WA, 98004

512-538-4428

[Jwstarr99@yahoo.com](mailto:Jwstarr99@yahoo.com)

May 17, 2020

To Whom It May Concern:

I have had the pleasure of working with Zachary Deacon for the past three years, and strongly recommend him for your consideration.

My name is Jeannie Mikkelsen. I am currently the Associate Director of Sales at Hyatt Regency Bellevue. In my 30 years at the hotel I have worked with many managers. Zack definitely stands out as a shining star.

Under Zack's leadership, his team's actions contributed to favorable guest responses that positively impacted our Net Promoter Score. Our hotel consistently ranked in the top 10% for the Regency brand/Americas as a result. This metric allowed the sales team to demonstrate to our clients the hotel's proven commitment to quality of product and service, setting us apart from the competition.

Zachary managed one of the largest and most diverse departments in the hotel, requiring the ability to effectively communicate across multiple languages barriers. He was admired by his team, which was reflected by an increase in positive responses of our 2019 employee engagement survey in three key categories: Foster a culture of care, Adapt and thrive with change, and Achieve results. Thus, it was no surprise when he was recognized as the 2019 Manager of the Year.

It is not only his ability to effectively manage and lead one of the largest and most diverse departments in the hotel that impressed me. In my direct interactions with Zach, he always demonstrated a positive attitude, a willingness to collaborate in problem resolution, and demonstrate care as we strived collectively to meet and exceed our business goals.

I am absolutely confident that Zack Deacon will be a great addition to any organization, and quickly become an asset.

If I may provide any additional information, please let me know. You may reach me at (425) 761 -8168.

Sincerely,

Jeannie Mikkelsen  
Associate Director of Sales  
Hyatt Regency Bellevue

June 3, 2020

Recommendation for Zachary Deacon

To whom it may concern

Upon my arrival to the Hyatt Regency Bellevue, Zachary's supervisor informed me that Zach was one of the strongest managers in the hotel. I have been with Hyatt Hotels for over 32 years and knew of the quality customer service and associate relations scores from this hotel were tops in our company so I was impressed.

Since day one, I have never doubted Zachary's previous supervisor opinion and he has actually improved with new leadership. In 2019, Zachary led over 75 associates in housekeeping and laundry to cleanliness scores that were tops in our company. That is a fantastic accomplishment, more impressive is that our guest rooms are over 10 years old. That same year, his employee opinion survey grew tremendously year over year. For all of these accomplishments, he was awarded our Prestigious Manager of the Year Award for 2019. In a hotel that ranks top in many categories within our company, he was the one manager chosen out of 50 candidates.

I believe the biggest compliment you can give a fellow colleague is given the choice to hire them again, would you. For Zach, I would look to hire him at any capacity. Feel free to contact me directly using the information below.

Sincerely,

Lance Marrin  
General Manager