

Bratislava, 3rd December 2012

To Whom It May Concern:

Reference Letter

Ana Palcic with his home address at **Kvaternikova 64A, 51000 Rijeka, Croatia** joined Grand Circle Cruise Line in October 2012, working as a Program Director on an independent contractor basis until December 2012.

The fleet of Grand Circle Cruise Line consists of 6 deluxe river cruise ships cruising on the Rhine, Main, Danube, Mosel and Elbe rivers and caters exclusively the US-American guests.

During her business relations with our company, she was responsible for the execution of all onboard hospitality services during river cruises:.

The responsibilities included

- compiling and delivering information on the port of calls for the guests
- describing points of interest during bridge commentaries, providing onboard lectures
- leading groups to locations, guiding city tours and arranging the necessary transportation and activity equipment
- selling of the Grand Circle Cruise Line excursion products onboard
- putting evening entertainment on stage with his colleagues on various evenings per cruise
- arranging for medical personnel for the guests in case of emergency, and accompanying the guests to hospital, interpreting and helping them with all further issues

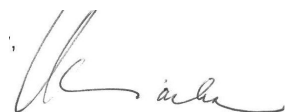
Within the short period that Ana was part of the team she had shown excellent verbal communication skills in English language, with strong personal grow. She is a reliable and hardworking team member.

Being an independent contractor, Ana was able to work for various companies as well as to look for new challenges. She would be definitely an asset to any company and I recommend her for any endeavour she chooses to pursue.

We sincerely wish to her only the best in her personal and professional endeavours.

If you have any questions or require additional information, please do not hesitate to contact me.

Sincerely,



Lenka Sliacka
PS Manager RMD & CE
lsliacka@gct.com