

Dear Judges, my name is **Vladislav Rolgeyzer**, director Hotel and Catering Operations of Tigre de Cristal Hotel & Resort at Vladivostok, Russia.

I am 32 years old, and 15 years from my life working in F&B at 5 star Hotels & Resorts. Starting my career as waiter, moved step by step to executive position. I worked in Austria, Georgia, Russian most popular tourism cities as Sochi, Samara, Chelyabinsk and Vladivostok. Before join Tigre de Cristal, worked for Marriott, Kempinski and local non-brand 5 star hotels.



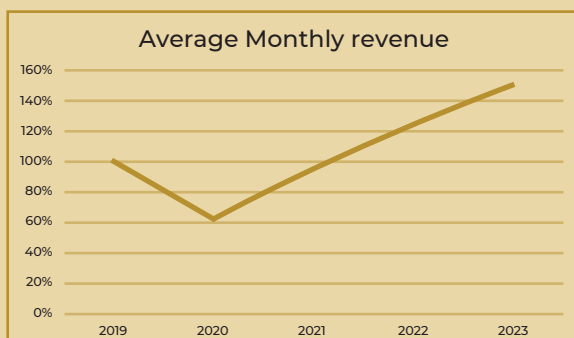
Our Tigre de Cristal 6 Restaurants and bars serving monthly around 80 000 covers with highest level of service. In three years under my management from November 2020, our F&B team make great revenue and profit increase.

On chart below is dynamic of average monthly revenue. Compare to 2019 before COVID best year we increase more than for 50% our revenues (pic. 1).

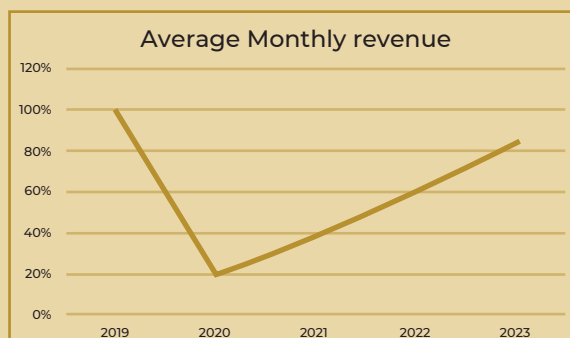
In 2021 I become in charge of our 5 star Hotel operations as well and also out team under my supervision make great revenue and profit dynamic, as you may see on chart below. We already almost achieved results of year before COVID using mostly local market with closed Chinese borders. Implemented special promo programs, start cooperating with sport and event industry for group accommodations (pic. 2).

But money results is not only, I am proud for working in Tigre de Cristal.

(pic. 1)



(pic. 2)



In last 2 years we achieved great awards for our commitment to hospitality and guests satisfaction: Best Casino with Hotel of Russia, Best Luxury Hotel of region, Best restaurant at hotel of region, Gratitude for Tourism development from region administration.

Our guest's satisfaction score is 94% from 100% and daily we continue work to improve it even better.

With support of COO of Tigre de Cristal successfully was implemented projects: creating banquet facilities in hotel for 300 seats from blank, renovation of main a la carte restaurant, carpet renovation at hotel.

I am proud for our internal staff development results. From 26 supervisors of my departments, only 4 is hired from outside and 22 was developed from line position associates.

Out of work I am participating in Russian National management competitions.

Achieved result as grand finalist and TOP100 Managers at Hospitality industry of Russia, by competition "Masters of Hospitality". Proceed to final of ongoing competition "Leaders of Russia" where was more than 160 000 applicants, and only 2500 passed to regional final step. I have award "F&B Excellence" by Marriott for great results at Sheraton Batumi, and Gratitude from FIFA2018 World Cup committee for participating in organizing this event in Samara, Russia and accommodating in hotel where I worked national football teams of England, Australia, Mexico, Slovakia, Russia.

As well out of work I participate in social programs to be useful for society. In august I was part of group to develop program of «increasing the availability of treatment for children with disabilities» which will be presented to governor of Primorsky region in September. After 2 weeks I am participating as lector in federal kids camp "Ocean" for schoolboys with topic "Internal tourism: passion, traditions and business". And as big fan of cats I am supporting shelter for cats in my hometown.

I am a family person and try to spend free from work time with my wife and son. Soon waiting to be a father again. Stop smoking 1 year ago, start going to gym and boxing lessons to be healthy person and show example for my team to care about work life balance and their health.

I am appreciated to be in list of nominees and for sure want to win. It will be best example for my team and all newcomers – hard work, passion to what you doing, diligence always visible and it is road to success.

Thanks for your time, with regards,

Vladislav Rolgeyzer.
