



TourRadar Canada Inc
909 Queen St. East, Unit 202
M4M 1J4
Toronto, ON

Reference letter for Rebecka Calderwood

To whom it may concern,

This is to certify that Ms. Rebecka Calderwood was employed with TourRadar Canada Inc. in Toronto, Ontario on a full-time basis (40 hours/week) as a Cruise Specialist from May 24, 2018 to September 22, 2020.

Ms. Rebecka Calderwood performed a diverse range of tasks that included, but were not limited to:

- Handling inbound sales calls from prospective clients as well as respond promptly to online enquiries, emails and online chats
- Using her expert cruise knowledge to assist customers with suggestions and ideas on itineraries and products from various River Cruise Operators
- Checking availability and price, attempting to close the sale on every opportunity
- Building and maintain effective relationships with new and existing consumers as well as industry partners
- Working towards achieving monthly targets
- Designing, developing and implementing project plans and timelines in collaboration with internal teams, monitoring progress to improve efficiency and quality.
- Pro-actively collect, analyze and synthesize customer insights that are most meaningful for our customers that contribute to key business outcomes
- Establish and maintain a strong communication loop by collaborating between outbound sales, customer support, design, and product to guide shared priorities, strategies and drive implementation of high quality improvements.

During her employment at TourRadar, Rebecka Calderwood demonstrated all the qualities that employers seek in searching for promotable employees. She has an excellent capacity to quickly grasp new theories and applications and has always sought to gain additional responsibilities. She has excellent written and verbal communication skills, is extremely organized, can work independently, and is able to follow through to ensure that the job gets done. Rebecka is the type of



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person you can count on to keep a cool head in a stressful situation, and her positive attitude is contagious.

The coronavirus outbreak has sent shockwaves through the global economy. The tourism industry is facing losses running into billions, making drastic measures necessary in order to secure the continued survival of the company. TourRadar are deeply saddened to be in a position to have to proceed with laying off staff, with Rebecka being one of the employees affected. The decision is in no way a reflection of her work, but rather a consequence of this unprecedented crisis. We regret letting go of such a great colleague and would consider any future team lucky to have her. We wish Rebecka the best of luck in any future endeavours.

Nadine Tesch

Global Cruise Team Lead
Customer Support Team

Nadine Tesch