



Dear Sir/Madam:

I have had the honor and privilege of knowing and working with Maricel Lawrence for over five years in various roles. She is an extremely knowledgeable, professional, and motivated individual who has excelled in every role she has had at Berlitz. As her direct supervisor for a period of time, Maricel stood out from the beginning as she has the creative ability to think outside of the box, as well as the analytical skills necessary to make decisions based upon what is best for the business. An individual who displays both of these characteristics is very difficult to find in the business world, but Maricel exemplifies these with such ease. She has managed teams of instructors remotely while being able to make them feel part of a team even though she has never seen them. She is diligent in ensuring that her employees receive the necessary support and development in all that they do regardless of location. As a manager, Maricel Lawrence is what I want to see in every manager, business person, and executive with whom I work. She has compassion for others while at the same time expecting nothing but the best from her colleagues and employees.

Maricel Lawrence would be an asset to any company or organization in many ways due to her vast experience in many fields. She possesses teaching, education, human resources, talent acquisition, and management experience and excels in each one. In North America, she is the best Instruction Manager on the team, and this is recognized by upper management. As the Market Area Instruction Manager of the Year in North America for 2012, Maricel was able to outshine close to forty other individuals with ease. As her colleague and one-time manager, I am a better leader as a result of her support and ideas. If you require any further information, I would be happy to discuss with you. I may be reached via email at shawn.scott@berlitz.us or phone at 513-381-4650. Thank you very much for your consideration of this candidate.

Sincerely,

A handwritten signature in black ink, appearing to read "Shawn T. Scott", written in a cursive style.

Shawn T. Scott
Director of Instruction – North America