



GOLDENEYE

Dear Sir, Madam,

I am happy to provide this recommendation for Linda Harding. While many consultants have come to us with sterling professional credentials, it was clear from the first that Linda Harding also had the ability to see the relationships of small details and the individual strengths of our therapists, to the larger issues of spa excellence. During a two-week intensive workshop, it swiftly became clear that Linda Harding understands her work as a commitment to achieving excellence through staff development, an emphasis on the guest experience, and the providing of outstanding service.

Among the topics Linda Harding covered with our therapists, which showed how her combination of intelligence and feeling could achieve remarkable results, was her facilitation of the creation of an original signature treatment in which each spa staff member felt vested and included. Another area of Linda Harding's expertise was her ability to assess and strengthen each therapist's skill while also identifying and addressing areas of improvement, using a group setting, which in itself was invaluable for team-building.

Our spa at GoldenEye is in Oracabessa, Jamaica, and attracts a sophisticated guest population; given this international context, and attendant challenges, it was notable that Linda Harding's highly-attuned courtesy and always-professional demeanor served her well in forging excellent working relations across the spectrum of both Jamaican spa staff and ex-pat hotel executives.

In working with our spa staff, Linda Harding found no issue too small to be explored fully and no challenge too big to be put into easily-grasped terms. These are indeed strengths.





GOLDENEYE

Linda Harding's career spans experience which ranges from work in an award-winning day spa, to staff development and training, and so it came as no surprise to us that her astute, organized, and focused approach displayed the rigor of the corporate executive she once was. However, what did come as a surprise to us was the gift that Linda Harding has for instantly engaging the imagination and full attention of our staff and impeccable follow-through. That rare ability goes beyond easily categorized skills. Linda Harding demonstrated with style and professionalism both that she cares about, and has the drive, to strengthen the spa work environment through our most valuable asset: our therapists.

We recommend Linda Harding with highest praise.

Sincerely,

Iona Wynter Parks

Director Spa and Education  
Goldeneye

