

August 8, 2017

Dear Sir/ Madam:

It is my great pleasure to write this letter to express my gratitude and appreciation of the wonderful work of Mr. Chaim Kropach, the tour guide during my trip to Alaska/Canada in July – August 2017.

I can state with confidence that he is a motivated and responsible person with a high degree of integrity, great ideas and strong interpersonal skills. I admire Mr. Kropach's ability to organize a very heteroclitic multilingual and multicultural group of people the way that a few days after the beginning of the trip we became sort of an extended family. I was the only person in the group speaking no Hebrew at all but had never felt excluded from any activity or conversation.

Chaim's ability to resolve problems, prevent and avoid conflicts is quite amazing. Mr. Kropach's not only has a remarkable knowledge of the subject but also can explain complicated things in an easy and understandable manner. We spent a lot of time in the bus but this time was not wasted: we learned a lot about the places that we were about to visit, we were offered plenty of mind-breakers and crosswords to keep our brains active while muscles were relaxed. I also appreciated his great sense of humor.

I should tell you that the trip was very well organized. There were no waiting periods, no staying in lines, no traffic jams, everything – from hotel rooms to food and bathroom stops -- worked just perfect. During that trip, Mr. Kropach was active in seeking solutions to problems if those arise so that the situation was rectified immediately.

I was particularly impressed by his strong communication skills as well as ability to listen and desire to understand our needs showing a great dedication and attention to detail.

In sum, I found Mr. Kropach to be an especially professional employee who stood out among his peers for his enthusiasm, efficiency and professionalism.

Sincerely,

Ella Silayeva

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