**LOCAL STANDARD OPERATING PROCEDURE**

**JW Marriott Hotel Bangkok**

Reference: Dept: Gen & Admin

LSOP No: 41-076

Date: March 26, 1997

Subject: WORK REFERENCES FOR ASSOCIATES

Policy: It is the policy of the JW Marriott Hotel Bangkok that written references are not to be distributed without prior approval.

Procedures: 1 Written references is not to be distributed to associates on Company letterhead without prior approval of the Director of Human Resources.

2 Associates should be advised that Management will provide verbal references should they be required. Verbal references however are only to be given by the department manager, the Director of Human Resources or their representative. (i.e. only level III and above).

3 Human Resources will issue a statement of service detailing length of service and positions held for every associate upon termination of employment. The Executive Committee Members can issue a letter of personal reference to the associate in coordination with the GM and DHR.