

### Reference letter

RE Mr Warren Bugeja (Date of Birth: 14/09/1971),  
in relation to his application to study for the MA (Taught): International Heritage Management (Distance Learning - PT) course at the University of Birmingham.

I have had the pleasure to know Mr Warren Bugeja for the past 20+ years while he was a student and through the many years that have followed his graduation. Having kept in contact all these years allows me to observe Warren in both his personal and professional roles. If I were to summarise Warren in four words they would be: values, respect (for culture and the environment), passionate, and (wonderfully) creative.

Over the years, I have seen Warren put these qualities to good use in different contexts, starting off with his love of food and travels. He has written extensively about both and his work (in words and otherwise) show up his appreciation for all things taste and adventure related, as well as his mastery of the English language. It may, or may not, help that his mother is English, which would qualify him as a native English speaker, but his linguistic prowess and background in communications makes his use of the language as sharp and beautiful as it gets.

In recent years I have seen Warren work in two specific contexts which, albeit different, show up some skills that will come in useful with this course that he is applying for. He spent several years managing a guesthouse in Gozo that is in a historic rural area close to landscapes of pristine and historic value. His care for the house and his guests, as well as his promotional and management skills are well honed, dedicated and balanced. This kind of hands on experience should come in useful with the course. Warren is now actively engaged with the National entity, Heritage Malta, where he is dealing with communication and marketing matters that relate to a broad collection of sites and national treasures ranging from archaeological treasures to fine art works. Demanding as such work is, Warren finds the right equilibrium in managing his people management skills and working in the longer term interest of these different forms of heritage. At the same time he also has a low level of tolerance for time wasters, which to my mind, is an asset.

The course that Warren is applying for will allow for him to bring such varied experiences, interests, character traits and skills together into one course. I have no doubt that Warren will excel at this Masters level as it will bring many strands together. His maturity is to his advantage as are his creative and intellectual skills. His love for all things heritage and all things beautiful will provide the drive to benefit successfully from a course such as this one that he is applying for.

Sincere regards,  
Rachel

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To Whom it May Concern

Re: Warren Bugeja DOB 14.09.1971

4, Masri Court, Triq il- Masri, Xaghra

Gozo, Malta

ID: 384671(M)

Mr Warren Bugeja was employed by me from January 2015 to November 2019 as a General Manager and Administrator of Dar Tal-Kaptan Boutique Maison Bed and Breakfast, a four bedroomed Guest House in Ghasri Gozo.

I am a psychiatrist by profession but I am also the proprietor of Dar Tal-Kaptan.

Mr Bugeja's role was to help me develop the concept of the guest house and launch the product onto the market.

We ran a very successful bed and breakfast, which can be viewed on website [www.dartalkaptan.com](http://www.dartalkaptan.com)

His initial contract was for three years but this was renewed for a further two years.

Mr Bugeja is a start-up person and has now decided to move on and develop his creativity further by investing in new projects.

He qualified in Bachelor Communications and Psychology from the University of Malta and previously worked in Journalism, as an English language teacher and as a masseur, in which he is also qualified. He also helped set up successfully several other projects.

He brought a wealth of experience, knowledge and commitment to my concept.

Thanks to his talent, commitment, effort, dedication and perseverance, Dar Tal-Kaptan Boutique Maison became the success story it is today.

He is determined, hard-working, honest and open to learning new skills and methods to implement what needs to be done. He therefore succeeds in whatever he sets to or is asked to do.

Besides the administrative role, book keeping, accounts and marketing of the Guest house he also had to manage other staff members that were employed. Since he is also a hands on person he did not shy away from any help that needed to be given to other members of staff.

He was also very innovative in creating delicious healthy breakfasts and giving advice to our guests about how to make the best of their holiday time in Gozo. The reviews on all our booking platforms such as Booking.com, Expedia, Home and Away, Airbnb and others are a reference in themselves.

Besides his talents, his greatest asset is his charisma and personality. He is very friendly, charming, enthusiastic, sensitive, witty and perceptive. He goes out of his way to help others. Consequently he is admired and loved by all those who come into contact with him.

He carried out his duties diligently and with great commitment to the end of his employment. He made sure to train his successor very well and offered to help out even when his contract ended.

He nurtured the creation of Dar Tal-Kaptan like a great parent whose aim was to see his child grow into a healthy and strong adult. Then when he saw that all was good he was able to let go and say goodbye.

I shall miss him but am sure that what he has created will go on because he is leaving behind him goodwill and a spirit that will be felt in every part of the house.

I have no hesitation in recommending him for any job, project or employment that he may seek.



Dr Peter Muscat

Consultant Psychiatrist

Proprietor Dar Tal-Kaptan Boutique Maison.

6<sup>th</sup> August 2010

To whom it may concern

Mr Warren Bugeja has worked with the Adult Training Programme within INSPIRE for the past 2 years, providing vocational training to young adults with intellectual disability. Warren's role as a tutor within the Adult Training Programme aimed at providing the social and professional inclusion of people who have difficulty accessing the labour market, through vocational training in future oriented occupations. The programme aims at acting as a strategic partner for employers, families and other social actors promoting quality of life at work.

In line with the programme's aims Warren has conducted life skills and academic skills sessions as well as provided hands on support at work tasks clients were asked to do so as to practice and enhance their work skills.

Throughout his time with the programme Warren has been very innovative and eager to fit it and contribute in the clients' best interests. Warren has always been very respectful towards clients treating them as the young adults that they are, using discipline as needed and empathy when called for, thus proving to be a good mentor for them. He is also very creative and innovative and has always tried to devise ways and means to make sure that clients learn and understand.

  
Regine Debono Caruana  
**HR Snr Manager**  
**INSPIRE**