

ANDREAS FØLLESDAL

August 3, 2009

To Whom it May Concern

Letter of Recommendation for Epaphras (Epa) G. Mgina

It is our great pleasure to write this unsolicited letter of recommendation for Epa (Epaphras) Mgina (born September 1, 1982), on the basis of our experiences with him as our guide for a 5-day trek climb from Marangu to Kilimanjaro in June/July 2009. He played a major role in making the trip a superb experience.

Epa lives up to the professional ideal of '*clients' needs always first*' to an exceptional extent. Examples of his attentive compliance with our preferences and his concern for our needs, large and small, include

- His constant attention to our queries on matters ranging from ornithology to orthography, history to altitude sickness;
- His superb timing of the ascent from base camp to peak Uhuru, ensuring that we had precisely enough energy to make it to the top in time for sunrise. This competence should not be undervalued – other trekkers less lucky were unable to reach the summit due in part to their guide's lack of concern for clients' abilities.
- Implementing our wish to stay overnight at a different hut than originally planned, coordinating the porters in ways invisible to us – so that dinner was ready as originally planned but 10 kilometers away from the original intent.
- their knowledge of altitude sickness, its prevention, symptoms and treatment.
- and the ever-present eye for when any one of us would want to stuff a sweater in his back pack *en route*, our need to refill water, and the like.

What we found especially remarkable about Epa's services as a guide is that he combined this acute attention to clients' needs with utter discretion and non-obtrusiveness. Always clearly eager to help, he was permanently on call, yet intruding on our space only when asked.

Epa has excellent command of English, more than enough to serve his clients fully, and to help them understand and cherish the fascinating region and country they visit. We thoroughly enjoyed his vast knowledge of and obvious love for the geographical, cultural and social aspects of the Kilimanjaro region we passed through, - yet he showed remarkable sensitivity in volunteering the appropriate amount of information and views, steering clear of both reticence and chattiness.

We recommend Epaphras G. Mgina as an obvious outstanding guide for a Kilimanjaro climb, without any reservations. Indeed, we also recommend him for a range of other modes of employment. His ability to handle a staff of 7 porters in ways that clearly combine authority, efficiency and respect for others is also surely a skill that transfers well to other tasks. His commitment to professionalism and client satisfaction bodes very well for any business venture he would choose to pursue.

Do not hesitate to contact us for further information.



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