



**Hilton
Garden Inn®**

Ft. Lauderdale/Hollywood Airport

Friday, November 7, 2008

Subject: Letter of Appreciation to Alice Spencer

To Whom It May Concern:

Often, our vendors get phone calls from upset customers or issues that arise in their orders or so forth. Rarely do they get the appreciation and commendation that they truly deserve.

I myself have been in this industry for over 10 years and assigned to my current location over the last year. I have been privileged to oversee a large part of our hotel operation and have Alice Spencer as our Sales Representative for your organization. With little background in Food & Beverage, I had no idea where to start. Alice is whom I call our savior in getting a majority of our operations and food control in line. She has spent countless hours in assisting us to prepare our dinner menu when Hilton Garden Inn standardized dinner requirements to the brand along with working side by side with my team and our Director of Food & Beverage Tony Marsilio for Hilton Hotels Corporation. She has also committed to perfecting our Banquet and Employee Menus over the last year. She has helped us network with a large group of Distributors/Brokers to help educate in the varieties of options we have to choose.

In summary of the last year, Alice has been instrumental in the success of our Food & Beverage Operation. I have never met a Sales Representative that commits her energy and integrity with her accounts as she does. She not only looks at the interest of her customers; but her follow-up, consistency, and professionalism are key aspects in my opinion that define why she is a great asset to your team. We are extremely happy, pleased, and continue to look forward in our business relationship with her.

Regards,

Daniel Lam
Director of Operations



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The  Family

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