

# PILATUS

May 5, 2009

Dear Amy,

Thank you again for the wonderful job you and the whole Westin Team did for us at our recent Annual Sales Meeting. This has been probably the best Meeting experience a hotel has provided me since my start of corporate event planning twelve years ago.

Though we held several events at the Westin years ago that were enjoyable, for this meeting, I was ready to book at the Renaissance due to the fact they did a good job for us at our Support Meeting (different group) last year and have plenty of Marriott Points. But for a comparison, I contacted Renee DeBell and she totally wowed me by such a fast response and bonus Starwood points since I haven't done too much with the Starwood program.

From then on, every step of my event process was phenomenal. You have an incredible Banquet Staff that really went above and beyond during our events. Sometimes it seems at hotels, the banquet staff tries to do the bare minimum when taking care of my groups. However, your team always went that extra step. I am not sure they really know how important their jobs are, they are the real link in assuring a successful event. Sometimes I have done events where the Sales teams were great and the Conference planners great, but then everything just falls short during the actual event! So, cheers to them for assuring that all yours' and Renee's leg-work paid off.

I had many of our Execs and guests come up and complement me on how great the hotel and service had been. They all reiterated how much they really liked the Westin and were very please we picked you to host the Sales Meeting after we cancelled the original destination of Switzerland. Though Westminster is no Switzerland, they all agreed that the Westin was the best choice locally.

Of course you did such a great job keeping up with all my many changes, additions, etc during our planning phases. Kudos on that because this was a pretty last minute deal. And, of course, because you all did such a great job, it really made me look good to my company...That's always a plus! I would also like to thank Julie Freeman in Reservations, I was adding people left and right and searching for guests who didn't seem to land in my block. So, she did a great job keeping up with me and responding very fast.

Because we had such a great experience, we will probably be recommending The Westin over you local competitors. It was the little "above and beyond" touches that your team did to first obtain our business and then reinforced that commitment to us while we were there. For instance, I requested a suite for us ladies who live locally to use during the entire stay so we could take breaks and get ready for the nightly events...We not only got a suite, but a Presidential suite with adjoining rooms so my son/husband could be separate from my co-workers. Also, it was so sweet how Starla (in Banquet Services) saw my husband and son getting breakfast from our buffet, so she immediately sent up to our room a full kid-friendly breakfast package! And then your Executive Meeting Concierge, Ashley, helped me bring up lunch and then also printed up coloring pages from Noggin online for my son and brought him up an afternoon snack. All those little touches are very cool and they make guests forget the little things that could go wrong. All these efforts are very important during this economy and will be what customers remember when times start getting good again and start spending real money at your Property once more.

Anyway, you can obviously tell how impressed I must have been since I have been just gushing all your praises in this letter. You are wonderful to work with and I look forward to more events with you in the future.

Best regards,

*Nicole Mac Millan*

Manager of Trade Shows & Promotions

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Pilatus Business Aircraft, Ltd.