

April 9, 2010

Amy Skarbek
Conference Services Manager
Westin Westminster
10600 Westminster Blvd.
Westminster, CO 80020

Dear Amy,

It was a pleasure meeting you and working with your staff at our recent event on March 15, 2010. Everything in my corner of the Bank's event flowed smoothly and efficiently. I hope to visit your hotel again in the future!

I wanted to take a moment to compliment one of your catering staff in particular. Upon my arrival at our event location in your hotel, I was greeted by several staff members who were busy setting up our catering order and our meeting room logistics. Amanda introduced herself to me and made sure I knew she was there to help with anything I needed. As my attendees arrived, and I began greeting people and assisting with situating everyone, Amanda overheard a conversation I had with one attendee for which I had not prepared a name tag. I was apologetic to my colleague, I hate missing those types of details – a name tag is important to me. My colleague was very understanding in our conversation and she assured me it was no problem at all. However, Amanda, having overheard that conversation, took the time to wait until I was away from the crowd, pulled me aside, and offered to replicate a name tag for me. I was amazed at her intuitive attention to my needs and her proactive approach to set a minor, but important to me detail, straight. What a great example of excellent service; Amanda went above and beyond to assist me. She deserves a huge atta-boy and recognition!

Again, I hope to hold many more events with your Westin and look forward to working with you and Amanda as well!

Best,



Lynda Frieden
Division Support Manager
Global Client Sales and Service