

## ***Hampton Inn & Suites Port Huron, MI***

**From:** The Parry Family [mailto:[mparry@ciaccess.com](mailto:mparry@ciaccess.com)]  
**Sent:** Wednesday, March 05, 2008 7:22 PM  
**To:** Sara Dauphinais  
**Subject:** Re: Hampton Inn Port Huron

Hi Sara

My daughter and I were very impressed with your hotel. The young man at the front desk was very accommodating when we checked in. We asked him if he had any maps of the area, and he was kind enough to go to Mapquest and print off directions for us so we could find our way to Sterling Heights the next day. When we got to our room, we both commented on what a nice gesture it was to get a welcome note, a package of cookies and a bottle of water. Thank you!

When we left your hotel on Tuesday morning (Feb. 26th), we met one of your staff people who was outside shoveling the sidewalks. There had been quite a snowstorm, so he said good morning to us and told us to drive carefully. When we got to the car, he saw me get out my snowbrush/scrapper and he came over right away and offered to help me. I was SO impressed. You can be proud of your staff.... they're truly exceptional.

Sincerely  
Martha Parry

## ***SpringHill Suites Chicago/O'Hare***

**From:** Amber [mailto:asnyder@janusdevelopment.com]

**Sent:** Tuesday, March 18, 2008 11:27 AM

**To:** jhorwedel@fhginc.com

**Subject:** Thank You...

James –

I wanted to say thank you for having such wonderful staff at your hotel. I recently stayed at your hotel for a business meeting I had arranged. Needless to say, I wasn't able to think of everything and neglected to plan for food and entertainment for my business associates while there. We ended up with a group of 8 and I have to say that Joyce was remarkable!

She recommended several great places for us to eat, helped with getting us to and from the locations and exceeded my expectations of what a front desk person should be! Joyce was always pleasant, helpful and went out of her way to make sure that we were taken care of while there.

I would also like to point out that Marty is fantastic at his job as well! He was very knowledgeable and friendly – we always learned something new when in the shuttle with him.

Kudos to you for hiring and retaining such fine people – it makes a huge difference to those of us who travel for work!

Sincerely,

Amber G. Snyder, MS, CCC-SLP  
Clinical Services Manager, SpeechEasy  
Mobile: 252-864-4443

## *Hilton Garden Inn, Indianapolis, IN*

**From:** Appelbaum, Shelley [mailto:[appelbau@ath.msu.edu](mailto:appelbau@ath.msu.edu)]  
**Sent:** Monday, March 10, 2008 7:57 AM  
**To:** Starr Peterson  
**Subject:** Thank you!

Good morning Starr.

Hopefully you rec'd my text when we arrived back in East Lansing around 5am (with the time change) on Sunday.  
Your care package helped us make it home safely for sure!!

We are extremely grateful to you and your efforts and to the ENTIRE staff at the Hilton Garden Inn for making our annual trek to Indy a pleasant one.  
When we are away from our own homes and families, it is always nice to be around friendly and caring professionals and it is like being with family when we stay with all of you in Indy.  
Our new coaches really enjoyed their stay and commented on how wonderful the HGI staff was to our staff and team...thank you for making them feel special for their 1st Big Ten Tournament.

As always, thank you very much for going above and beyond with every detail!!  
You are the best and we have a great deal of gratitude for your efforts.

Please share our "thanks" to your leadership team and staff and come visit us in East Lansing!!

I will look for the bill in the mail and we can review it together and get it paid in a timely fashion for you.

Go State and Go HGI!

All the best,  
Shelley

***Shelley Appelbaum***  
***Senior Associate Director of Athletics/SWA***  
***Michigan State University***  
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**Fax: 517/432-0068**  
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## *Hilton Garden Inn, Indianapolis, IN*

Star

Just wanted to thank you again for all your help during our stay in Indy. Your staff was great and we appreciate all you guys did for our players and program. We look forward to coming back next year, and I hope we will be staying longer.

Take care and I will make sure to be get in touch with you prior to our arrival next year.

If I can ever do anything for you please let me know.

JP

*JON PERRY*; M.A.  
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## *Hampton Inn & Suites- Downtown Chicago*

**From:** Kyle Svee [mailto:ksvee@preventwounds.com]

**Sent:** Monday, April 07, 2008 1:15 PM

**To:** ymondragon@fhginc.com

**Subject:** Thank You

Hello Yessica,

I wanted to inform you about the wonderful stay I had at your facility this past week. I and three other colleagues were at the LSN show on the Navy Pier. It was a pleasure to see how happy and helpful your staff was. It is apparent that the management in your facility has instilled a culture of caring and delivering quality service. This includes everyone from the Valet to the Front Desk. As I recall, I don't think I ever hearing "we can't" or "no" from any staff members. It was truly a pleasure and I will be coming back in the future. Thank you!

Warmest Regards,  
Kyle

Kyle A. Svee  
Vice President of Operations  
Advanced Healing Systems  
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