

Friday, August 27, 2010

Andrew,

Thank you so much for your help in forwarding my communication to your staff.

I had to reach out and tell you that in my 20+ years of vacationing I've been to 7 RCs, 5 Four Seasons (including Nevis), the Pierre Hotel (NYC) and a few Peninsulas. I've even stayed at 3 of the best Auberge Resorts in California and 1 in South Carolina. Luckily I have had some of the best service money can buy from those fine establishments. But let me tell you Sir, never have I had the sort of customer service that I've received from your employee Molly Canada, she is just fantastic! She's been helpful, witty, organized and just plain nice. I really can't say enough about her and she's only emailed me once! I couldn't imagine what she's like in person (is there a halo or something)?

You got pretty damn lucky with that hire my friend (damn lucky) and all of this was before I even checked into your place!

My boys wanted to stay at the Phoenician or the Biltmore this go around to golf, I told them it's too damn hot to golf and the VH has the coolest people in town.

I'll never stay in another hotel in Phoenix or Scottsdale again and I'll recommend you to all of my friends!

Thanks,

Kyle

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