

February 5, 2007

Jesse Thompson
Director of Sales and Marketing
Hotel Valley Ho
6850 East Main Street
Scottsdale, AZ 85251

Dear Jesse:

I wanted to take the opportunity to thank you again for the outstanding service that the IRC and our board members received during our Advisory Board meeting on January 23-24. The Hotel Valley Ho is truly an exceptional organization with a friendly and competent staff.

I also want to acknowledge the individuals that made our meeting run smoothly. Alan, our Banquet Captain, and his staff were friendly and efficient and served us with unparalleled style. Our breakfast and lunch were served in a timely and professional manner. I made a change to our lunch start time and Alan was there with pleasant "can do" attitude. I truly appreciate that! Our board members and staff commented on the absolutely fabulous lunch.

I must also acknowledge Aurora M. Baltierra, Group Reservations Coordinator. She handled all of my (many) changes with a smile and very promptly and accurately. Jim Maggio, Director of Audio Visual Services, American Audio Visual Center helped us when we experienced a minor technical difficulty with our laptop. I was also able to schedule a spa service with Nikki Hirst. It was pure heaven! I highly recommend the spa.

It was a pleasure to work with Lindsey Young, Conference Service Manager. She greeted me upon my arrival at the hotel and also stopped by before our meeting to see if I needed anything. As I told her after our meeting, the Senior Vice President of the IRC commented that she would hold another meeting at the Hotel Valley Ho. We were very impressed with the accommodations, service, and food. The Hotel Valley Ho should be proud of its staff. Everyone was attentive and helpful.

I want to thank you for all your help. The meeting room (Valley Ho I) was perfect for our group. I appreciate all your prompt attention to my questions and requests. And thank you for the retro gift basket – it was truly a special treat! I hope to work with you and the Hotel Valley Ho again in the near future.

Sincerely,



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P.S. The weather was perfect during our time in Scottsdale. Don't know if you had anything to do with that – Thanks! ☺