

From: Amy Lowe, Tour Guide with Sharon Carr Travel – Grand Canyon Railway Tour
To: Jay Cedillo, Director of Leisure + Corporate Sales for Hotel Valley Ho
Sent: Monday, October 11, 2010

Jay,

I just really want to reach out to you and let you know how much our group appreciated you and your entire staff. From the incredible greeting you and your team gave us upon our arrival, our stay there was first class.

You have a very sharp team, I would really like to point out a few that were over the top exceptional. The bellmen were just so pleasant to each person in our group and so helpful with every door. Your front desk staff were happy to see us and full of answers for every question thrown their way. They got everyone checked in quickly and the guests in the rooms not yet ready were made to feel like VIP's. The rooms were spectacular, from the décor to the services provided, first class the entire way. I must also give credit to Sharon, our waitress in ZuZu. She took care of the group for breakfast and made each table feel like her only table. Everyone commented on her and her pleasantries, please let her know she was adored. The food was off the charts (especially that homemade Peach jelly!!!). And last but certainly not least, you are a Gem, the Hotel Valley Ho is lucky to have you! All of our guests were very impressed with you and your hard work ethic. They loved getting to know you, and in the short time we were there each one knew you by name. They bragged of their private roof tours that you and some bellmen took them on and each person recognized to me their appreciation for your attention to detail regarding their stay and accommodations. When some guests had trouble outside of their room, they said it was not 2 minutes before security was there to let them know the trouble had been removed from the Hotel premise, the prompt response was recognized and appreciated.

We left with 47 very happy Hotel Valley Ho guests. Every part of the Hotel Valley Ho experience was well above par and it is important to me that you know how appreciated all of your efforts were.

Thank you so much for taking care of our group. I believe you will be seeing some of them again very soon!

Amy Lowe

*Amy Lowe
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