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November 20, 2009

Mr. Greg Hauenstein
General Manager
Buena Vista Palace
1900 Buena Vista Drive
Lake Buena Vista, FL 32830

Dear Greg;

Please accept my sincere congratulations and thanks for a job very well done by the Buena Vista Palace team. We hosted the RMA Annual Conference at your hotel November 7 - 12, and we share credit for its success with all of our event partners at the Buena Vista Palace. We could not have done it without you.

While I know Chuck Mincey is no longer with the hotel, I would be remiss if I did not mention what an important role he played in bringing this event to the Palace. And his constant support throughout the planning was invaluable.

John Durkee inherited our program after our first CSM left, and I could not have wished for a better conference manager. John was with us every step of the way. I can't say enough good things about him. John was on his game every minute of the planning process, and he made himself completely available to us while we were on-site. And his sense of humor made my job an absolute delight. What an asset he is to the hotel and to his clients.

But no job is done in a vacuum and I know John would be the first to commend the great people he works with to make an event a success:

Bryan Everett, Alan Alvear, and the entire Banquets team: Our functions all went beautifully thanks to people like Angel Delgado, Mike List, Kathy Murphy, Jaime Leon, Omega Faublas, Paul Flores, Juan Moleturo, Libernier Joseph, Marat Safioulina, and the many others in Banquets who made our guests feel special. And our compliments to the chefs – the food was delicious.

Matt Parman, Ryan Schmiege, Edgar Collazo, Ralph Rohena, and the rest of the set-up team made sure meeting rooms were set, ready, and comfortable for our delegates.

Jorge Lugo and his colleagues in Reservations efficiently handled every request, change, and billing exception that came their way, and always with a smile. Charles Diaz and the staff in the Business Center and Shipping & Receiving sorted through the daunting amount of conference materials that never seemed to stop coming in. And Tim Harris and PSAV worked with our production company to provide the top notch audio visual that enhanced our business sessions.

And many thanks to the all of the people who work behind the scenes to make us all look good.

Again, please accept our thanks and congratulations. We look forward to future opportunities to work with you and the fantastic team at the Buena Vista Palace.

Best Regards,

A handwritten signature in cursive script that reads "Kathy".

Kathy Phillips

Meetings Manager, RMA