



May 10, 2010

Ella Messerli
General Manager
Marquis Los Cabos

Dear Ella:

It was one week ago that I was flying to Los Cabos to operate our Conference of Champions that had been relocated from Italy to the Marquis in the matter of 4 days, an amazing accomplishment to say the least!

Having operated a program at the Marquis last year, the decision to select the Marquis for this meeting was very easy. We knew the property, knew the critical players that would help us perform this miracle, and thanks to so many Marquis employees we had a better meeting than we would have if we had gone to Italy!

I have just completed the survey sent to me by Connie and have attached a copy. Knowing our expectations are high, I want to be sure you understand that we are rating every category on the survey with "Excellent" because that is exactly how your team operated this program....with excellence. Many of our attendees commented how impressive the staff was during our stay and I always believe that has much to do with leadership. You are a great leader and your employees have passion for the business.

There are many people to thank and I will attempt to include everyone who touched the program that made a difference, although generally speaking, every staff member made a difference last week and we are grateful to the entire team.

First and foremost, Connie Enriquez is the ultimate in Conference Services Managers. She is detailed, offers sound advice (which I accept without doubt) and is unflappable. A complete pleasure to work with and we knew our group would be in good hands our entire stay. Connie is always there for us.

Sandra Castaneda negotiated a contract faster than perhaps I ever have before. She was flexible and more importantly turned the contract around in 6 hours so we could finalize negotiations and announce the new destination to our Field Force. Amazing.

The Chef – can you imagine learning on a Tuesday that 214 persons are coming for dinner Sunday evening?! The Chef is a joy to work with....my fondest memory is during the pre-con while discussing a menu, he said "wait a minute, let me see what I

have in the kitchen.” I love Chefs who are willing to make the customer happy and willing to make things happen.

Martin the Front Desk Manager is an outstanding gentleman who worked very closely with us during check-in and check-out, and deliveries. Martin was always available to us and provided excellent attention to our guests’ requests. A gem to work with.

The bellmen are amazing. I watched how they moved the luggage so efficiently and carefully and we can’t thank them enough for getting luggage to rooms so quickly upon arrival. The bag pull on the main departure day was perfect.

Pablo – this gentleman knows his food & beverage! Pablo was always visible all times of the day, whether we had an event or not! An amazing representative who has passion for this business and always makes suggestions for improvement and anticipates issues that may arise and prepares for it. A complete joy to work with.

Oscar does anything and everything to make things perfect. He and his team are marvelous to work with and will go the extra mile always if asked. We appreciate all of them.

Delfino in Room Service took excellent care of the conference team in our office and made sure the Marquis breakfasts were delivered promptly to our guests’ rooms. He is a wonderful young man, totally committed to service.

The Bartenders provided outstanding service to our guests! Always personable, welcoming and they are to be commended for keeping up with the flow of beverages during the evening hours!

Unfortunately I do not know everyone at the Marquis, however, please let everyone know how appreciative National Life Group is of their efforts to execute this program flawlessly. You must be proud of your team!

Muchos gracias and I hope we have the opportunity to meet in the future.

Sincerely,



Lynn Averill
2nd VP – Recognition & Conferences
National Life Group
1 National Life Drive
Montpelier, VT 05604

ACCOUNTING

Accuracy of billing

Clarity of billing

Timeliness of billing

Please rate your overall experience with your group at Marquis Los Cabos

If you graded any concept not as excellent or good please be so kind to share with us the reason why?

N/A

Would you consider Marquis Los Cabos for another meeting in the future?

Yes

No

Did any staff members exceed your expectations during your stay?

Name

Department

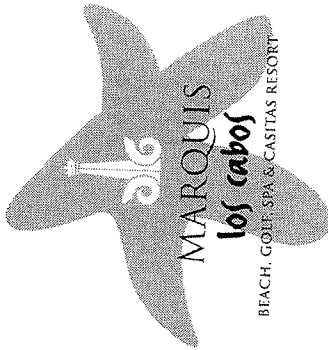
See letter to general mgmt

A Resort for all senses



Thank you

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A Sense of Improvement

Group Name: NATIONAL LIFE GROUP

Dates: APRIL 25-29, 2010

Group Leader: LYNN AVERILL

A Resort for all senses
The Leading Hotels of the World



SALES PHASE

Please rate the Sales Manager services on the following:

- Timeliness of returning calls, e-mails, faxes, in providing information for your group program
- Understanding your program needs and expectations
- Terms & conditions of contract
- Flexibility of sales representative
- Please rate your overall Sales phase experience

PLANNING YOUR EVENT PHASE

Please rate the Conference Manager on the following:

- Timeliness of returning calls, e-mails, faxes in providing information for your group program
- Understanding your program needs and expectations
- Timeliness of Banquet and Event Orders
- Suggestions and options offered to design your meeting and/or banquet events, food and beverages menus, etc.
- Creativity in using hotel facilities for your program
- Please rate your overall Pre-event phase experience

EVENT PHASE

Please rate your experience with your Sessions & Meetings:

- Accuracy of meetings-room set-up for your session
- Timeliness of meetings-room set up
- Accuracy of breaks
- Timeliness in breaks
- Please rate your overall experience with your sessions and meetings experience
- On-site availability of Conference Manager or Coordinator
- On-site responsiveness of Conference Manager or Coordinator

Please rate your experience with Banquet Functions

- Timeliness of function set up areas for your event

Excellent
Good
Fair
Poor
NA

Accuracy of function set up areas for your event

Timeliness in serving your meals

Timeliness in beverage services

Quality of food & beverages

Quantity of food & beverages

Temperature of food

Service of F&B

Grooming of waiters

Presentation of food & beverages

Appropriateness of lighting provided

Air Conditioning

Theming and décor

On-site availability of Banquet Captain

On-site responsiveness of Banquet Captain

Audiovisual services

Spa Marquis Group Services

Business Center Services

Hotel Services

Suites Assignments

Check-in Process

Check-out Process

Baggage Handling

Suite Gifts or Amenities deliveries

Marquis Breakfast

Cleanliness of Suites & Casitas

Did you encounter any problems during your events?

Please briefly explain it...

Was the problem resolved to your satisfaction?

Excellent

Good

Fair

Poor

NA

Excellent

Good

Fair

Poor

NA

Excellent

Good

Fair

Poor

NA

Excellent

Good

Fair

Poor

NA

Excellent

Good

Fair

Poor

NA

Yes

No

Yes

No

