



Continental Western Corporation

Your Global Supply Leader

2855 Miller Street, San Leandro, CA 94577

Tel: (510) 352-3133 • Fax (510) 223-6729

www.cwestern.com

November 16, 2015

William R.
Sales Manager
Embassy Suites Brea-North Orange County
900 East Birch Street
Brea, CA 92821

Dear Bill,

I wanted to drop you a quick note to thank you and your amazing staff for all your hard work and support in helping to make our CWC Sales Meeting a success!

I really appreciated the cooperation and flexibility I received while working with the various departments. Everyone let me know they were there to be of service to me and that made a difficult job for me just that much easier.

My first encounter was with Audrey on getting a quote for rooms and a meeting space. What I loved about Audrey was that if she didn't know something, she didn't try to B.S. me. Instead she apologized for not knowing and promised to find the answer and get back to me and she did. Audrey may be "in-training", but she shows great potential and I think she is going to be a huge asset to your sales team.

Bill, please thank Sean at the front desk for me. My boss, Rick Oshay, came to the hotel on Tuesday evening and was already looking to find fault with the hotel, but Sean took care of him as soon as he walked in the door and made sure he got his upgrade and anything else he needed. That turned his mood around and made for a pleasant meeting for everyone☺.

Thanks to Rasha too. She handled all my rooming changes (and there were plenty) with grace and professionalism.

Lori was instrumental in making me look good. In addition to working with me on the lunch menus, Lori helped me choose an AV package that gave us more equipment than I thought we needed, but it ended up being just perfect! We already had our own projector that we were bringing, so we really didn't need a projector, but it's a good thing there was

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one in the package we got because ours wouldn't work once it got there! I got kudos from our marketing department as having the projector there saved their presentations.

Also, a big shout out to Melissa & Juan for taking care of everyone during their lunches. They did a great job making sure everyone was taken care of quickly, which allowed them a little down time before having to head back in for the afternoon session which was very much appreciated.

Finally, Bill, thank YOU so much! Your positive, can-do attitude and excellent customer service was one of the reasons I knew the Embassy Suites Brea was the best place for our meeting. Without your patience with us, it's very likely we wouldn't have been able to have our meeting at all. Thank you for your understanding and for keeping me from drinking the Kool-Aid"! I'll miss talking to you almost every day!

We will look forward to having another meeting at the Embassy Suites in Brea the next time our meeting schedule brings us to the So. California area.

Sincerely,

Debbie M.
Corporate Administrative Manager

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