

December 23, 2008

Bob Kourieh  
Jade Group

Dear Mr. Kourieh,

I wanted to express my gratitude to your organization for assisting us during our extensive 5-month renovation. Particularly, I would like to recognize Joe Simpson and Sebastian Ozorai for their contributions that went above and beyond our high expectations.

### **Partnership**

I was impressed during my first meeting with the Jade Team. Several times during the meeting your team reiterated the need for partnership with our operations team. Most importantly, there seemed to be an overwhelming concern for our guests. I have been a part of 3 major renovations in the last 10 years and I must admit I am always pessimistic about such promises. However, I am pleased to say that Joe Simpson and Sebastian Ozorai proved that Jade was serious about their commitments!

Joe's collaborative approach in the planning phase of the renovation greatly reduced any stress my team had with running a renovation during the busiest time of year for the hotel. Joe was able to expertly plan each phase of the project and eliminate any guest disturbance. Joe remained approachable and responsive throughout the 5 months spent on property. As with any project of this magnitude, there are abrupt schedule changes due to availability of materials. Obviously, Jade was *not responsible* for our material delays; however, Joe's approach always helped us work through any challenges and stay on target for a timely completion.

### **Guest Expectations**

Guest expectations are always high at our hotel with our Guest Satisfaction scores regularly reaching 89 to 93. I am delighted to say that our GSS actually went up more than 1 point during the renovation! (Unbelievable!) Sebastian's teams were always in uniform and out of regular guest sight. Sebastian and Joe were always proactive in informing the hotel team when "noise" would be made, so that we could communicate this to our guests in advance. Additionally, they strictly adhered to our "working hours" requests everyday! Guests have raved about the NEW hotel!

### **Quality of Work**

Perhaps the most impressive experience with the Jade Group is their quality of work. Sebastian was able to deliver a flawless product on-time during each phase of the "punch". Sebastian worked tirelessly pre-punching rooms so that when Marriott inspected each room there were no remaining issues! The rooms were actually PERFECT! Seriously!

#### **Guest Rooms:**

- New carpeting and flooring installed
- New furniture installed
- All walls and ceilings painted
- New granite vanities
- New granite kitchen countertops
- New artwork installed

#### **Public Space/Meeting Space/Lobby**

- New carpeting and flooring installed
- New wall vinyl
- Complete new lobby including new lounge
- Expanded fitness center
- New employee breakroom
- New front desk custom built by Jade (WOW!)

### **Teamwork**

Mr. Kourieh, we are particularly proud to consider Joe and Sebastian (and their crew) part of our team. Since May, we have always regarded the entire crew as a part of our family. Every single crew member exuded professionalism and represented your organization well. We truly had a very unique partnership with Jade during this renovation. During most extensive renovations, it is normal for hotels to be "excited" for the construction team to leave. However, our hotel team was very sad to see Jade leave! We developed a tight bond with each member of the Jade Group and only wish they were here to celebrate this gorgeous new product with our guests!

Throughout my career with Marriott, I will always ask owners to consider Jade Group with any renovation project. *Simply stated....Jade has the best team in the business!*

Congratulations to you and your entire organization for your apparent success. I truly hope other Marriott hotels are as fortunate as ours! Working with Jade has been the best renovation experience!

Thank you!

Mike Wilson  
General Manager