



April 6, 2007

Todd Iacono

Dear Randyl and Brian,

I wanted to take a moment to reach out to you both at Bella Notte Hospitality Training Solutions to offer my appreciation for the three days of training we just experienced. The feedback I have been receiving from both my managers and my line level talent has been exceptionally strong and completely positive.

As you know, I've been in this industry for many years and have experienced more training classes than I could ever count. But never have I seen something as engaging, practical, and successful as what your team presented this week. The idea of uniquely customizing the program to our one of a kind hotel concept was the biggest wow for us. You guided us skillfully through a process of building an acronym and better articulating our service concept while making this usually laborious process amazingly fun. The music and interactive exercises were especially big hits. (By the way, we'd like recordings of our custom designed songs please...any chance?)

As we discussed, we'd like a proposal as soon as possible to continue the work with you guys. Nobody is doing quite what your organization is doing in the field of hospitality and my team has asked me to maximize your catalog as an ongoing resource for the Hotel ZaZa.

Again, much thanks!

Best regards,

A handwritten signature in black ink that reads 'Todd Iacono'. The signature is written in a cursive, flowing style.

Todd Iacono  
General Manager