

July 30th, 2010

Dear Mr. Bret Wirta,

My name is Sue Brown and I, and my brother and his wife-Jan and Tom Miner, spent a considerable amount of time at your Quality Inn in Sequim this summer. We stayed at your hotel for almost 3 weeks during the month of June and then again for a week in the month of July. I am writing to let you know that all three of us were very impressed with your staff and the quality of service provided.

My brother is a retired airline pilot and has stayed in hundreds of hotels over the course of his career. Jan and I, having worked as a teacher and a nurse and Physician Assistant, know about quality of care and customer service as well. When we visited both times, we were consistently met with smiling faces and welcomes-no matter what time of the day or night we came and went.

Your front desk group were always helpful and available. They were willing to provide us with any information that we requested and were supportive in all ways. I even bumped in to one front desk staff folding clothes for one of your residents as a favor!

Your cleaning ladies always provided excellent room service and kept our rooms fresh and tidy. It was so nice to return to a clean room -where we could relax after a long day or night. The rooms were always filled with fresh towels and linens when requested.

I want to especially comment on one of your breakfast staff! Valerie, your morning breakfast employee extraordinaire, was excellent at her job! She always kept fresh morning items available and everything clean and stocked. She was friendly to everyone and always greeted us with a "Good Morning" and "How are You?"! She discovered that our father was ill and she took the time to ask how he was doing on a daily basis. It shows that she loves her role at your hotel and she makes a huge difference by providing a positive start to everyone's day! Please acknowledge her for her efforts.....

I also want to say that we were equally impressed with Nancy (Jennifer) Schade as well. She discovered that we were there to attend to our father's needs and was very supportive. The day that we checked out-she left us a Sympathy Card-noting that she and the staff were thinking of us and sad for our loss. Please also acknowledge her for her efforts.....

These days it is sometimes difficult to find excellent employees that are dedicated and provide the service we ourselves would like to experience. You are fortunate to have found a staff that is superior in many ways! That is why we wanted to write-in hopes that you would tell your staff that they made a difference to us in our difficult journey with our father-and to let you know that if we come to Sequim in the future-that we will again stay at your hotel and hope to see many of the wonderful people that we met these past few months! Thanks so much!

Sincerely,

A handwritten signature in cursive script, appearing to read "Sue Brown & Tom and Jan Miner".

Sue Brown &

Tom and Jan Miner