

March 29, 2004

A _____ J _____
9__ E. Wooster St. #3
Bowling Green, OH 43402

Manager
AmeriSuites Raleigh
1105 Navaho Drive
Raleigh, NC 27609

Dear Sir or Madam:

During the week of March 8, 2004 to March 13, 2004 the Bowling Green State University Club Baseball team traveled to the Raleigh area to start our baseball season and we stayed in your hotel. The purpose of this letter is to thank you for all the wonderful accommodations you provided us during our stay.

The rooms and bathrooms were very clean on arrival as well as all the other amenities AmeriSuites offers. The front desk staff was quick to respond to all of our needs. Extra towels, pillows and blankets were brought to our doors upon request. The cleaning staff was very prompt as well. They conversed with us on a daily basis about our trip, and made sure we had everything that we needed each morning. They responded to all of our requests also. In all of our rooms they would pick up any trash, and they even made the pull out bed even though no one was sleeping on it. The continental breakfast every morning was very delicious to boot.

Our team received excellent treatment from all of your staff. They were extremely friendly and helpful to all of us. Everyday that we left the hotel the front desk staff would wish us luck and tell us to have fun at practice. Then on game days they would tell us to bring home a win, and they would be concerned with the outcome of our game when we returned. I think that this attitude by your workers shows that they care about your customers, and even shows that they develop a relationship with them. The front desk staff would also give us very precise directions to entertainment locations every evening as well as suggestions for places to go as a team.

We were extremely delighted to receive such great service. We will definitely stay in the AmeriSuites Raleigh during our return visit. Thanks again for all of your hospitality.

Sincerely,

A _____ J _____
BGSU Club Baseball