



Sleep Inn & Suites Orlando Airport
1700 McCoy Road Orlando, FL 32809
Phone: 407-855-4447 Fax: 407-856-9350

Aug. 9, 2004

Mr David Masella
American Hotel Services Corporation
1044 Soaring Eagle Lane
Kissimmee, FL 34746

Re: Guest Services Directory

Dear David:

I would like to take this opportunity to "Thank you for a job well done" in preparing and delivering our new Guest Services Directory. They look great!

We really appreciate your personal interest in preparing our directory from start to finish and making it an easy task for us. I have worked with many other great guest services companies and you have done a super job. The directory looks great and meets our highest expectations with the finished product.

It is without hesitation that I am happy to recommend your company and services to other hotels in need of a directory.

Thanks again for your great services and directory.

Sincerely,

A handwritten signature in black ink, appearing to read "Terry L. Novalis", written over a light blue horizontal line.

Terry L. Novalis
General Manager