



Kappa Kappa Psi



Tau Beta Sigma

September 24, 2007

Mr. Scott Marn
General Manager
Wyndham Orlando Resort
8001 International Drive
Orlando, FL 32819

Dear Mr. Marn:

I want to thank you personally for the terrific support that your staff provided to Kappa Kappa Psi & Tau Beta Sigma, at our national convention at the Wyndham Orlando Resort held in July. With over 1,000 attendees present for the convention, we can be a bit high maintenance to any hotel staff. However, I want you to know that my Boards and National Councils have repeatedly commented to me that this was the best convention any of them recalled attending, and that the hotel service was awesome!

From the Pre-Con meeting on Thursday, July 19, 2007 until our final departure on Sunday, July 29, I was thoroughly impressed with the positive, get-it-done approach to every request I needed to make. The performance and commitment to service that we observed daily is testimony to the example and standards set by those in the top leadership positions on your staff. Frankly, one of my biggest problems was to decide who truly stood out above all others in their customer service to my groups, because there were so many who excelled! However, I do want to express my appreciation to a number of individuals with whom I worked that made major contributions to the success of our event.

First and foremost, I want to recognize Brandy McDonald, Sales Manager. From the beginning she represented your property in a first-class, professional manner at all times! She negotiated tough and fair, while making me feel as though our business was truly important to her and to the Wyndham! When it came time to 'hand me off' to the event management staff, Brandy didn't just drop me! She always stayed involved and in touch to make sure I was getting the support I needed to pull off a big convention. She made sure your Director of Group Sales, Jim Dunn, was in the loop on numerous occasions, and I want to thank Mr. Dunn for his involvement and follow-up throughout our program.

At all hotel/resort properties it seems that Event Managers tend to be a fluid group. In fact, I worked with at least four different individuals starting over a year out as we developed a plan to fit our program into your meeting space! Our Function Agenda Schedule is a very extensive, complex project, and it was not easy coming up with a plan that would work. Fortunately, you had three top-notch staff members in Dustin Burgess, Director of Banquets, Curtis Doscher, Assistant Director of Banquets, and Kimberly Silvia, Meeting Concierge, who excelled in finding solutions throughout the week. I had actually worked with Curtis during the convention planning phase, and his background knowledge of our program and our already established personal relationship aided immensely in working to find answers! I worked closely with Curtis and Kimberly the entire week, and both of them always responded with a 'let's get it done' attitude.

National Honorary Band Fraternity & Sorority Headquarters

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I am also pleased to report their response was always with a smile that was very refreshing! I am extremely grateful to them all as they almost made it seem easy to solve even the most difficult challenges. A critical part of our Banquet team of course is the group of employees who get all of the meeting rooms ready. BRAVO to those guys! I even worked with them at one point setting up staging for one of our concert performances! They were most professional!

We taxed your Chef and Banquet Staff fairly heavily though out the week, and they excelled! The special VIP events were first-class! For our final banquet, there were some challenges due to our own attendees over-requesting non-pork meals, but your Executive Chef, Steve Jamison, and Banquet Captain, Sammy Filali-Baba did a superb job in finding solutions that kept all of my attendees very satisfied! The entire wait-staff through-out the week did an admirable job by all observations! Please pass along my thanks to them all for their efforts.

Although there were a number of complications during our stay with room reservations, your front desk staff was a model other hotels should hope to have! Whenever I needed help from the front desk, I always received prompt and enthusiastic service across the board. However, two individuals really stood out. Rosie Furtado, Rooms Manager, and Reservations Supervisor, Raffaele Souza. They both seemed to work miracles every time I asked for help! Their 'find a solution approach' seemed to affect every single individual you had working at the front desk, and they should all be commended!

On behalf of the 1,000 members of Kappa Kappa Psi and Tau Beta Sigma who attended our 2007 National Convention, please express my deepest appreciation to all of your employees for taking such great care of all of us. Your staff all helped set the tone for our National Convention, and it was electric!

Most sincerely,


Alan L. Bonner, Lt Col, USAF (Ret.)
National Executive Director