



Centers for Disease Control
and Prevention (CDC)
Atlanta GA 30333

June 24, 2008

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

Dear Mr. Marn:

We would like to commend and express our heartfelt thanks to Ms. Lisa Greene and Ms. Judy Robles for the excellent customer service they provided us before, during, and after the CDC's Diabetes Translation Conference held at the Wyndham Orlando Resort from May 5-8, 2008.

We met Lisa in January of 2007, when we conducted a site visit to the Orlando area. Lisa was instrumental in our making the decision to hold our conference at the Wyndham because of her warm and friendly attitude.

At the October planning meeting at the hotel, some issues concerning the sleeping rooms and the registration process were brought to our attention by members of our planning committee. We addressed them with Lisa and our Convention Services Manager at the time. We were assured that all situations would be taken care of by the time of the May conference.

In March or April of 2008, we were assigned a new Convention Services Manager, Ms. Judy Robles. She quickly came on board and was informed of our concerns. Her willingness to step right in and make sure that we were satisfied with the outcome was reassuring to us.

During our conference, both Judy and Lisa were in communication with us several times each day, making sure that things were running smoothly and offering their assistance if needed.


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All in all, our conference was a huge success, thanks in large part to Lisa and Judy's attentiveness and desire to "make the customer happy." They did!

Sincerely,



Norma Loner
Program and Management Analyst
Division of Diabetes Translation
National Center for Chronic Disease
Prevention and Health Promotion
Centers for Disease Control and Prevention



Tess Murphree
Conference Planning Specialist
Division of Diabetes Translation
National Center for Chronic Disease
Prevention and Health Promotion
Centers for Disease Control and
Prevention

cc: Ms. Lisa Greene
Ms. Judy Robles