



January 22, 2008

Mr. Roberto Pelliccia
Managing Director
Grand Lido Negril
Norman Manley Boulevard
PO Box 88
Negril, Jamaica, W.I.

Subject: Our January 7-21, 2008 resort take-over

Dear Mr. Pelliccia:

I want to thank you and your entire team of professionals at the Grand Lido Negril for helping make our client's recent incentive trip a great success. By all accounts including the company's Regional Vice President, his management team, my travel staff, and of course the many customers who made numerous comments about how they had such a great time in Jamaica – everyone enjoyed their experience at Grand Lido Negril.

I truly appreciate everything your entire team did to deliver outstanding results. I knew after the commitment communicated from your department managers in our pre-con meeting and then again as we addressed the turnover day arrival/check-in issues during our 'mid-con' that GLN and its excellent team of management and staff would excel.

I could never name everyone who played a part in this success but I ask you to thank them all. There are however a few individuals I would be remiss not to mention. First and foremost, Barbara Burton was indispensable. She is highly professional, attentive to every detail, and so well connected with other departments and hotel staff that I was entirely confident she could handle every request we had, both large and small. Others on your executive and management team were also a big part of the success including Chef Gal Kotzer who was much more involved than any Executive Chef I've seen before. He showed flexibility and creativity and consistently confirmed his dedication to perfection and exceeded our expectations with several helpful suggestions. Andre Dhanpaul is an excellent addition to your management team and demonstrated his professionalism as he made sure our needs were being met. The ever-reliable John Korahm and his bellmen once again handled the arrivals and departures with obvious experience and great efficiency. In addition, several individuals on your team of front office and guest services personnel were extremely helpful and of course your servers, bar staff, and the entertainers made each moment of each day special for every guest by showing the warmth and genuine friendliness that is the key to the reason why many of our clients return again and again.





My confidence in Grand Lido Negril's ability to deliver up to my expectations rose another notch during this program, and I look forward to continuing the excellent relationship between the Grand Lido Negril/SuperClubs, and VIKTOR Incentives & Meetings. While it might be two years before we operate our next program at the resort due to the way our clients' incentive programs are planned, I know time will make no difference and when I'm greeted by all my friends at Grand Lido with a genuine Jamaican smile and "Welcome Home!" – it will indeed feel like coming home to me!

Sincerely yours,

Mark A. Bondy
Partner/President
VIKTOR INCENTIVES & MEETINGS

VIKTOR
DESTINATION: SUCCESS