

Adrian O'Herlihy & Team  
Head Chef  
Liverpool Marriott Hotel South

31<sup>st</sup> May 2007

Dear Adrian

Please find attached a copy of a letter I have received from Kath Thomson, Director, Business Marketing Ltd, regarding the South Liverpool Business & Community Awards 2007 held at our hotel on 25<sup>th</sup> May 2007.

In this letter she is highly complimentary about the service they received from our Associates and the food quality, and she particularly sends her special thanks to you and your team.

I am delighted with this feedback and I want to thank you all for displaying this fantastic example of customer care.

Well done.

Kind regards



**Matt Byram**  
General Manager

Enc

c.c. Emma Steel  
Human Resources