



October 21, 2009



Steve Haley, General Manager
Hilton Hotels
1800 Highway 26 East
Grapevine, TX 76051

Dear Mr. Haley:

Congratulations on consecutively scoring "Green Zone/Outstanding" on your QA Evaluations!

The hotel team can be very proud of your work. The **"Green Zone/Outstanding"** grade you received on your most recent quality assurance evaluation, distinguishes your property as one of the "Best of the Best" in the Hilton Family of Brands.

You and your team not only set and reached this high standard, but maintained it for an extended period of time. Engaging the guests and maintaining their happiness is what it takes to retain loyalty in our family of brands. By your determination to excel, your hotel has shown that it is capable of the highest level of hospitable service and performance.

In recognition of your efforts, a commemorative plaque is being sent to you under separate cover and should arrive within the next few weeks. This plaque underscores the team's continued commitment to providing the ultimate experience in product and service delivery.

The hotel team has certainly demonstrated their ability to maintain a superlative property. Earning these plaques only emphasizes the team's commitment to the guests and keeps us on track in being the most respected hotel company in the world. Again, thanks to you and your team for a job well done!

Kindest regards,

Stephen Arnold, Vice President
Quality Assurance

SAA/mhm

cc: Property File



official sponsor

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