



*Holiday Inn*

VSS Security Team,

We are writing this letter to inform you that we have been very satisfied with the services you provide for us .Mario and Lavonte have been doing a great job all around this property to ensure the safety and security of our hotels guests and employees. We have received several compliments from our guests and employees regarding these 2 officers and we wanted to say THANK YOU. We wanted to share some guest survey scores with your team to show where we are and where we need to be to meet IHG requirements.

THESE SCORES ARE BASED ON HOW THE GUEST FEELS OF THE SAFETY AND SECURITY OF OUR HOTEL:

(January 86.80 ) (February 81.88) (March 87.24) ( April 87.39) ( May 85.71) ( June 93.08)  
(July 87.86) (Aug 89.12) ( Sept 88.92) (Oct 91.00) (YTD 87.5) (BENCHMARK \*90.06 -2.81)

We feel these scores are above average for the location of our hotel, and we have seen a large increase in guest scores since VSS security has taken over as our Security Company. We are confident VSS Security can bring the scores up to a consistent 90.06 or above to meet the IHG Requirement. Thanks again for being a part of our team.

Sincerely,

Erik Eaton

Chief Engineer

HOLIDAY INN PHOENIX WEST

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