



## YMCA of Metropolitan Washington

We build strong kids, strong families, strong communities.

May 17, 2007

Chris Nord/Hershey Resorts

Dear Chris:

I am writing this letter so you can share with the entire staff at The Hotel Hershey. It is because of each and everyone there that our group was thoroughly pleased and impressed with the EXPERIENCE that was created for us during our stay.

There were so many people who helped contribute to the overall experience, some of whose names I know and many of which I don't. To the young lady at the front desk, who did what she could to ensure one of our members had a "view" when she looked out her window, to the many staffers who recognized people were lost and stopped without being asked to point them in the right direction, to the banquet staff who recognized that all of the spring rolls were gone and we had 45 minutes left during our reception and had the kitchen staff make us more since they were the hit of the party - I thank you! To Ted Maloy who got every detail of our meeting right, including the peanut sauce on the side of the chicken satays and who demonstrated the calmness of a man who did not have multiple requests/demands from his groups, even though I know he did, thank you. To Cortez, in the Circular Dining Room who kept our glasses full, anticipated our needs and made sure we were HAPPY at every breakfast. To the staff in the gift shop, who were able to "find" 50 Reese's shirts in the exact sizes and quantities we wanted in less than 4 hours of operation, we appreciate your tenacity to make it happen. Thank you to Mary Ann Otto, who was able to welcome our group (with less than 12 hours notice) and give an overview of the Hershey mission, the Spa at Hershey, how Hershey gets the Happiest people to serve on your team and most of all - for teaching us that chocolate is NUTRITIONAL! And last but not least, Kurt and the team building team who led us in the most challenging and fun, Bridge Builder activity (with less than 2 days notice), we had the best time!

I must say as the retreat planner and coordinator for our group, I found that every step of the way from the moment I contacted you, Chris, to explore the possibilities to the very end of our stay was effortless and every interaction along the way left me assured we would also experience the 100 years of Happy that so many have enjoyed along the way.

As a leader in a service and people-oriented organization, I was enamored with the go above-and-beyond attitude and culture that you have at Hershey! I commend you on the hard work (even though it looks so easy) it takes to make the "experience" happen for all your guests. Our group has already said, they want to repeat the Hershey experience next year! So, until next May, take care and thanks again for EVERYTHING!

Yours in spirit, mind and body,

Barbara Farrington-Wesley  
Executive Vice President  
Organizational Advancement