



USS Frank E. Evans Association, Inc.
DD 754



*Mr. Ken Adams, Vice President
USS Frank E. Evans Association, Inc.*

September 12, 2003

*Mr. J.W. Marriott, President & CEO
Marriott International
1 Marriott Drive
Washington, D.C. 20058*

Dear Mr. Marriott,

Please find enclosed our letter to the general manager of the Long Beach Renaissance along with its attached (copies) certificates of appreciation to that properties special associates. Additionally, you will find our letter of appreciation that we sent with attachments to Mr. Jurgen Giesbert, Senior Vice President of Renaissance North America. These two letters and their attachments are self explanatory but we felt the efforts extended by the associates of the Long Beach property so far excelled the norm it was essential that we do our part to see that they are recognized from the very top. It is for this reason we have directed this letter to you. Your personal reputation for fairness and recognition of effort compels us to bring our personal experience to your personal attention.

Our group is not an especially large one by hotel standards as we only used some 300plus room nights. We know this pales by comparison with many large corporate

events, but we were made to feel every bit as important and special as though we had the hotel to ourselves.

The professionalism of the entire staff from Bellman to General Manager was superb. Our members attending had nothing but praise for the service and the amenities as well as the professionalism displayed at all levels.

Please take a moment to read our certificates of appreciation to get a "reality check" of what really goes on with that special group of people, and if you would send your personal note of appreciation to those associates to give them a feel for the real impact their professional efforts make. So many times they fail to have a real appreciation for the impact one little act of kindness has on the overall success of the major corporation so far above them, and we would appreciate your personal attention to the well deserving employees.

Sincerely,

*cc: Mr. Ortmyer, GM-Long Beach Renaissance
Mr. Jurgen Giesbert, Senior Vice President
Renaissance North America*

Lest We Forget



Ken Adams, Vice President

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