



Southern Pennsylvania

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January 15, 2008

Mr. Ray Jackson
Guest Service Manager
The Yorktowne Hotel
48 East Market Street
York PA 17401

Dear Ray,

A short time ago, while having lunch with mark Clossey, I learned of your recent accomplishment honoring you as "Guest Service Manager of the Year 2007." How honored you must be to be recognized in your field for your outstanding performance providing the guests of the Yorktowne Hotel with impeccable service, second to none.

Ray, I have had the pleasure of knowing you for many years, and I know of no one who has ever been more customer-oriented than you. You certainly can be proud of this accomplishment, and I know both the management and your fellow peer group are very proud of your commitment to providing total satisfaction to the guests of the Yorktowne Hotel.

Congratulations, Ray, I wish you continued growth and success with the Yorktowne Hotel.

Regards,

Wendell L. LaPrairie, CTC
Sr. Vice President Corporate Affairs

WLL/mk
Enclosure

c: Mr. Mark Clossey, General Manager, Yorktowne Hotel

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