



School of Nursing and Health Studies

February 11, 2018

To whom it may concern,

Becky Rockett of Helms Briscoe has once again gone beyond proving her value to us. We are a demanding group, our meeting needs tend to be complicated due to our federal funding. Recently Ms. Rockett was able to procure the InterContinental Mark Hopkins, in San Francisco, (at the government rate no less!). This was very important to us because we were convening our meeting to coincide with an existing conference. As usual, Becky came through for us. For various reasons beyond our control, we had to repurpose our meeting and book nights in conjunction with the other conference. Rooming lists got tangled and confusing, but the meeting was a success. Afterward, to my surprise, I was informed by two of our guests that their personal credit cards had been charged for a "no show" rate of over \$300.00. Additionally, I was actually charged double for one guest room, charged on two separate credit cards.

I had no luck working with the hotel to correct these charges. Becky took it upon herself to go to bat for us. I realize there was no financial reward in it for Becky, though as usual, she is the consummate professional and went to extreme lengths to see this issue to its resolution in our favor. Becky understood the complexity of the issue - due to multiple rooming lists and cancellation of the original proposed meeting, this situation was extremely confusing! The hotel was very stubborn but Becky persisted. This type of service is so much more valuable than any dollar amount we could pay HelmsBriscoe for their services, and yet they charge us nothing!

Becky is considered part of our team here at the Collaborative to Advance Health Services located at UMKC's School of Nursing and Health Studies. All of my colleagues, directors included, insist on having Becky onboard. I have not planned a meeting without her in the last seven years! I have recommended her to other people in our field, and (like me) they think her services are too good to be true. But, happily, they are wrong!

I would be happy to supply any further information.

Sincerely,

A handwritten signature in blue ink, reading 'Cynthia A. Christy', is positioned above the typed name.

Cindy Christy
Events & Logistics Specialist
Collaborative to Advance Health Services
UMKC - SoNHS