



August 23, 2011

I have been working with Diana Maccia of HelmsBriscoe on my external business meetings since late 2009. Diana is the most "customer oriented" person I have worked with for meeting planning. Diana's strengths are:

- Finding properties that match the meeting specs and budget
- Working with the Sales Manager to get every concession possible for my group
- Liaising daily with me, the CMS and any outside vendors being utilized for my program
- Being in contact with me during the entire duration of the event
- Working with me post-event resolve any problems that arose and agreeing final payment

Diana is a true professional and her assistance from start to finish is invaluable. My supervisors are so happy with the business relationship we have established with her that they start planning meetings by saying "get in touch with Diana about taking the group to....".

Sincerely,

Mary Ellen Krause

Administrative Coordinator, Global Personal Care
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