



November 10, 2011

To Whom It May Concern,

I have been working with Don Miller for more five years on several projects, but most especially in selecting a site for a large annual association conference. As a HelmsBriscoe Agent, he has the resources to easily conduct hotel searches in multiple cities at the same time, quickly compiling the proposals and providing all the information in a comprehensive report. Because he books countless room nights a year, having him as our representative gives us additional buying power and leverage.

In addition to the site selection, he leads the negotiation process with the hotel and is a very skilled negotiator. He also provides a thorough review of the contract and provides his expert recommendations for revisions, ensuring that the contract is to our best possible benefit.

Additionally, Don has assisted with countless situations after the sale – everything from dealing with poor service from a hotel, overcoming space issues and marketing ideas. I have found him always willing to help, make suggestions, join a conference call, call a GM or provide any assistance necessary to resolve any issue I am experiencing.

I have no doubt that his skill and expertise have saved us thousands of dollars in both time savings and negotiated rates. The time savings in the search process alone is immeasurable.

I highly recommend Don Miller. I consider him to be an absolute expert in the hotel and travel industry. He is my most valuable resource in conference planning. Please feel free to contact me at 513-554-4811, I would be happy to answer any questions or share my experiences.

Sincerely,

Sandy Hatmaker  
President