

Dear Mr Gordon Siu

Thank you very much for your kind message received. I am certainly glad to hear about your good experience at our hotel last Friday and about the success of your very important event. Feedback such as yours is certainly the biggest reward we all can received for our daily efforts to excel in personalized service delivery. We are certainly very proud of our team and the commitment displayed by all and pls rest assured I will share you comments with all concerned.

Once again I am thanking you for your support and I sincerely hope to have the opportunity to welcome you back to you our hotel soon again

With best regards

Thomas Hoeborn

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Dear Thomas,

Last Friday, the Music for Our Young Foundation, a charity organization I founded four years ago, to provide music education for underprivileged students in Hong Kong, held a fundraising ball at the Ballroom of your hotel.

We had 360 guests, and 100 students of the Foundation performing in the Ballroom. The event was a huge success.

We were only able to put on this event with the meticulous work done by Julia and Grace leading up to the event, and the state of the art service provided by the staff of your hotel. Everyone who attended the Ball, our patrons, directors, teachers, parents, staff and students were touched by the hospitality of your team. On behalf of all of us who were there last Friday, I would like to thank you, Julia, Grace and everyone at the Conrad.

Bravo!

With best regards,

Gordon Siu

Chairman

Music for Our Young Foundation