

To: Guest_Correspondence@hilton.com[Guest_Correspondence@hilton.com]
From: Hupp, Millan
Sent: Fri 3/24/2017 4:11:08 PM
Subject: Re: Hilton - Feedback regarding your recent stay (File number : 20146874)

Good morning,

I wanted to take the opportunity to express our sincere thanks and gratitude to the staff at the Embassy Suites Oklahoma City Downtown Medical Center. I was traveling with a VIP into OKC for an event at this property which required much advance preparation and on the ground preparation for his arrival. Every need, concern, and question was tended to with seriousness, professionalism, and care. Not one time did a staff member suggest something could not be done nor express any sort of frustration with our special requests. Special thanks goes to Fahmi Sukhan who treated us as family and was an absolute joy to work with. Every single person from the event coordinator, the bartenders, servers, and even the young gentleman mopping the elevator was sincerely kind and exuded a level of genuine hospitality that you don't often find.

This property was a shining example of the message conveyed in a book I recently read called Raving Fans (I encourage all to pick up a copy) and we look forward to recommending it to folks in the future.

Again, thank you for making our visit so much better than we could have expected.

Also, to further augment our experience at the property, the customer service I received when I called Hilton HQ was excellent. Calling and receiving an actual person on the first try and then immediately being transferred to the exact person that was able to address my question was such a pleasure.

Warm regards,

Millan Hupp

From: Guest_Correspondence@hilton.com <Guest_Correspondence@hilton.com>
Sent: Friday, March 24, 2017 11:49 AM
To: Hupp, Millan
Subject: Hilton - Feedback regarding your recent stay (File number : 20146874)

Dear Millan Hupp,

Thank you for taking the time to reach out to share your concerns. It was my pleasure to assist you with the concerns you have expressed with your recent stay. We take your feedback very seriously and will do everything possible to resolve your concerns in a satisfactory manner as quickly as possible.