



FEMA

11-September-2017

430 Market Street
Winchester
Virginia, 22603

To the Staff of the Comfort Suites,

In today's world customer service can seem to fall by the wayside. There are shining moments however where an individual or company restores that faith. You and your staff are an admirable example of just that. My FEMA contingent deploys to the National Hurricane Center when a storm threatens the United States. During Hurricane Irma the Comfort Suite staff not only accommodated our stay on short notice but also met our government per diem rate. Once Hurricane Irma took aim at South Florida the hotel filled up with customers evacuating the storm. I watched as these customers called or came in asking for vacancy. The ladies at the front desk worked tirelessly to accommodate everyone. During the storm with all the stress and chaos going on the entire staff worked together as a cohesive team to meet every customer's request. Each night upon returning to my room the bed was made, fresh towels were laid out and the service was as if it was routine. After Hurricane Irma moved out and I returned to the hotel tired and hungry your hotel manager gave me some of his own personal meal he had ordered. This act of kindness goes above and beyond. Each employee at the Comfort Suites displayed this benevolence and compassion not only to myself and my team but to all the customers during their stay. You should be proud of your team of employees for exemplifying just exactly what customer service should be. In FEMA we have a saying of One Team, One Fight. Comfort Suites staff you also personified One Team, One Fight. You will always have my business whenever travel brings me to Miami.

Sincerely,

A handwritten signature in black ink, appearing to read "Rodney R. Rose", with a long horizontal flourish extending to the right.

Rodney R. Rose