

CHOICE HOTELS
INTERNATIONAL®

Stephen P. Joyce
President and Chief Executive Officer

November 15, 2010

Tulio Espinal
General Manager
Comfort Suites
3901 SW 117 Avenue
Miami, FL 33175

Dear Mr. Espinal,

I wanted to share with you a wonderful letter I recently received from one of your guests regarding their recent stay at your property. Mr. Charles was very pleased with his experience from the accommodations to your helpful staff. Mr. Charles Fletcher went onto say that your staff displayed professionalism that would be expected from a 5-star hotel.

Going above and beyond to serve our guests is key to your success as a property and our success as a hotel franchisor. You and your staff more than exceeded Mr. Fletcher's service expectations. Thank you to you and your staff for your obvious commitment to your guests. I am always thrilled to hear from our guests when they have had a particularly wonderful experience at one of our properties.

We are collecting best practices information from our franchisees that perform exceptionally well and are positively reviewed by our guests. If you do not mind, I would love to have our Recognition team contact you, as I am sure they would like to chat with you about your property and your team to see how we can share your successes with the entire Comfort Suites system.

Thanks again for showing great care in serving your guests' needs. Properties like yours and operators like you are what make Choice Hotels International truly successful.

Warm Regards,


Stephen P. Joyce

October 14, 2010

Charles Fletcher
111 River Mill Lane
Dawsonville, GA 30534
Choice Privileges Member #CBF10270

Mr. Steve Joyce
President & CEO
Choice Hotels International
10750 Columbia Pike
Silver Springs, MD 20901

RE: Outstanding Customer Service

Dear Mr. Joyce,

This letter serves to make you aware of the outstanding customer service that my Wife, Stepdaughter and I received during our recent stay at your Comfort Suites Hotel located at 3901 S.W. 117 Avenue Miami, Florida. Our experience there was beyond our expectations. General Manager, Mr. Tulio Espinal and his staff displayed the appearance and professionalism that would be expected from a 5 star hotel operation! Our every need was met with a smile and prompt action. The breakfast was also excellent.

I hope you consider recognizing Mr. Espinal for his efforts. In my travels I have not found a Comfort Inn or Suites property that is his competition.

Sincerely,



Charles Fletcher