

September 22, 2003

Ms. Janet Connolly,
Director of Operations North Asia,
Hospitality Marketing Concepts,
18/F Grand Center,
8 Humphreys Ave,
Tsim Sha Tsui,
Hong Kong.

Dear Ms. Connolly,

I would like to Thank you and your team here in Taipei on your performance in operating the Club Plaza program managed by Hospitality concepts.

I believe since the beginning this program has always been successful but in the past twelve months we have seen good growth and satisfaction from the members. I am amazed even with the present economic climate, SARS and even the renovation of the hotels main dining venue that your team here has managed to increase the membership.

Maggie and the team shows great enthusiasm, innovative sales ideas and passion in their work, which I am sure, is the reason the program does so well. Maggie and her team, work very closely with the operation, which I am sure, contribute to the success of the recent months.

Additionally I should not forget Nicole and her team at the outside call center as they have also shown great results and an increase in sales.

Lastly I should not forget you, I am sure the reason the team is so motivated is because of the direction and drive you give to them.

Your Sincerely,



Mark Kirk
Director of Food and Beverage
Far Eastern Plaza Hotel, Taipei