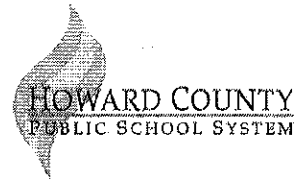


## APPLICATIONS & RESEARCH LABORATORY

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March 23, 2011

Ms. Kitty Vlijter, Human Resources Director  
Turf Valley Resort and Conference Center  
2700 Turf Valley Road  
Ellicott City, Md. 21042

Ms. Vlijter,

On behalf of the Hotel and Restaurant Management Academy students, I want to thank you once again for providing a spectacular educational event last Wednesday, March 23, 2011. Your well-planned, hands-on seminar on the Housekeeping Department gave a deeper meaning to our curriculum objectives for hotel management. Not only did the students have fun learning how to professionally make a bed, but they and their parents were impressed with the hospitality and interest you and the staff directed toward them. It was quite impressive and I want to add, the most outstanding field trip we have ever experienced at Turf Valley.

From start to finish, you are to be complimented on your fun and engaging program. We thoroughly enjoyed the presentation and facilities tour from Sara, Nicole, and Doug from the Marketing Department. The room inspection activity creatively amazed the students with how much detail was involved in cleaning a hotel room. The students were impressed with Fred Houston's guidance of the laundry and housekeeping departments. Referring to a hotel laundry machine will now have more significance since they have actually seen one. The highlight of the program was the bed making competition! Jennifer, Maria, and Irma from the Housekeeping staff were so patient in teaching the students how to professionally make up the beds. I have never heard students laugh and have so much fun learning. During the beautiful luncheon that followed, Serol Gurun continued to engage students by answering questions and building enthusiasm for a career in hospitality. Before we left, five students requested employment applications in the hopes of obtaining internships at Turf Valley.

How fortunate we are to continue to have you and the owner's of Turf Valley partner with us in career education. As we continue with our lessons on the Housekeeping Department, it will be great to refer back to our experience at the resort so as to put everything in perspective. I am grateful for your support in helping us make education meaningful and exciting to our future hospitality professionals.

Sincerely,

Elaine S. Heilman, C.C.E.  
Academy Instructor

Cc: Pete Mangione