



February 8, 2010

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Pouria Abbassi, P.E.
General Manager & CEO
Los Angeles Convention Center
1201 South Figueroa Street
Los Angeles, CA 90015

Dear Mr. Abbassi,

I am writing to express our group's level of satisfaction for the service received by event manager, Jacqui Davis.

I worked directly with Jacqui as the event manager for our group's *Universal Preschool Conference & Education Expo*, held October 16-17, 2009. I have planned and managed events for political campaigns, non-profit organizations and corporations for the last 7 years around the country. This is the first letter I have written to express my gratitude for an event manager.

Jacqui's level of professionalism and service exceeded my expectations. She not only ensured that all of all of our instructions and requirements were carried out in the planning process and the day-of the event but also anticipated new requests and suggested alternatives to increase the efficiency of our event. Her ability to troubleshoot on the day-of the event was invaluable to our group's event. She was able to execute last minute requests and ensure that we were fully satisfied. I want to highlight that her attitude and flexibility during such demanding last minute changes made our group very pleased. In particular, I want to highlight that Jacqui's interpersonal skills played an instrumental role in our overall satisfaction and ultimately to the success of our event.

In addition, during the planning process, Jacqui was very supportive and worked diligently to ensure that all our requests were met in a thorough fashion. As an event manager, I felt relieved to have someone as thorough working with me.

I hope my feedback provides you with insight into this particular event manager's exceptional work ethic. Thank you for the opportunity to host our event at your facility. We had a successful event and look forward to coming back again.

Sincerely,

Ayda Safaei
Special Events

A non-profit organization providing high-quality preschool education to the children of Los Angeles County