



CROWNE PLAZA[®]

HOTELS & RESORTS

THE PLACE TO MEET.

December 4, 2009

Mr. Rna Whitnah
General Manager
Crowne Plaza Hotel
7750 Carondelet Avenue
St. Louis, MO 63105

Dear Rna:

Congratulations! The Crowne Plaza St. Louis Clayton has received the highest 3-month Meetings Overall Satisfaction score possible for a Crowne Plaza hotel in North America for the Third Quarter, 2009. As a result, your hotel has been awarded the Meetings Service Excellence Hotel of the Quarter!

The Crowne Plaza St. Louis Clayton exceeds the expectations of our most valued customers! Importantly, this validates our brand promise and inspires confidence in meeting planners so they return to our hotels for future meetings and events.

Please accept this award and showcase it for visiting guests and future customers to recognize your achievements.

Best regards,

Tina Lyle
Director, Brand Delivery

Enclosure