

June 05, 2009

Ranee Ramachandra Schneider

Public Relations Officer
Concorde Hotel
Singapore

Dear Sir/ Madam:

This letter is long overdue and it is written with bittersweet thoughts. My family and I stayed at your hotel for about eight days in April this year. We were visiting my father, who is in poor health.

The decision for the family to fly to Singapore was knowingly to pay a final respect to a father-in-law and most importantly for an only grandchild to plant a kiss on her grandpa's forehead. It was obviously a very stressful visit.

Here is where the staff at Concorde played a part in making our stay a little more "pleasant." Everyone had a smile from the doorman to the reception desk, especially when the daily destination was to Ang Mo Kio Hospital. Help was given willingly and requests made were taken care of. I would like to convey my heartfelt thanks to Kurt Chevrez, Anthony (reception), Mokhtar (Concierge), Rosita and Rita (Spices) for their understanding and compassion.

I must not forget the two gentlemen at the pool who came to asked (twice) if I would like a drink and reminded me to ask if I required anything else. I must note that if they were not attending to the hotel guests, they were constantly cleaning or keeping busy. I am impressed.

Sadly, my DAD's journey on earth ended on May 26.

Thus I will end this letter with the words to the staff – Thanks for your wonderful attitude. It did not go unnoticed.

Sincerely

The Schneider Family

