



Çırağan Palace
Hotel Kempinski
—
ISTANBUL

Mr. Marwan Ramadan
President
Hospitality Marketing Concepts

22 October 2003

Dear Mr. Ramadan,

Greetings from a very sunny Istanbul.

I would like to take the opportunity to thank you and your organisation to help us change the image and perception of the Çırağan Palace Hotel Kempinski in the local market. We have seen a dramatic increase of return guests and an increase of loyalty to the Çırağan brand. This has been achieved with your cooperation and mutual efforts and I would like to take this occasion to thank you.

Best regards,

Richard Bayard
General Manager

Kempinski
HOTELS & RESORTS

Çırağan Palace Hotel Kempinski İstanbul • Çırağan Caddesi 84, Beşiktaş, 80700 İstanbul, Turkey
Tel: 90-212-258 3377 Fax: 90-212-259 6687 • reserve@ciraganpalace.com.tr

one of
The Leading Hotels of the World