



August 21, 2013

Ms. Louise Hallberg
Program Manager
Kushner & Associates
3444 Cloudcroft Drive
Malibu, CA 90265

Dear Louise:

Congratulations for all of the success you brought to ASAE's annual meeting in Atlanta. It has been a pleasure to work with you and hope that we have the opportunity to do so again

I cannot thank you enough for all of the things you did, especially the things that were "over and above" what your job calls for. You were pleasant to all of our members and staff and made sure everyone was accounted for and happy. You kept me apprised of everything that went on and you handled all of the "special instances" with such compassion and pride. You truly are the consummate professional and Susan is very lucky to have you on her team.

I know that you put many long hours into making ASAE's annual meeting shuttle the best there is and I know that Atlanta will be calling upon you to assist when they need service. Mark Vaughan of the Atlanta CVB wants to hire you! The customer service you offered was "second to none" and the attention to detail was flawless. You should be so proud of your accomplishments; I know I am

I look forward to working with you again and when you are in town, don't forget to call and most of all stay in touch!

Best personal regards,

Pamela A. Troop, CMP
Director of Meeting Operations & Special Events

Cc: Susan Kushner, President ✓