



Division of Continuing Education

November 23, 2009

Greg Ciaccio
General Manager
Mainsail Suites Hotel & Conference Center
5108 Eisenhower Boulevard
Tampa, FL 33634

Dear Mr. Ciaccio,

I wanted to compliment you on the performance of your staff and new conference center. The Technical Symposium on Corrosive Imported Drywall went off without a hitch and it was due in large part to the preparation, professionalism, and dedication of your team! From the very beginning, walking around with hard hats, Neisja assured us that you were there to support our efforts in producing a first class event.

I have been doing this for quite a while and I can honestly say that your staff was the best I have worked with. It is easy to find one or two who go above and beyond, but it is rare to see it in everyone. It was evident that from the top down, everyone wanted us there. Everyone wanted to do a great job. And everyone was supportive of each other and worked like a well oiled machine. One of the biggest concerns for any organizer is how well the venue supports their decision to use that facility. After my planning meetings with your staff, this was no longer a concern for me. I knew I had selected the right place.

I appreciated all of the support and concern from your staff and I could not have been more pleased with the outcome. Thank you so much for selling me on your property. It would have been so easy to walk away after our first meeting (hard hats and unfinished conference center) and say; there is no way this is going to work out. But your staff sold me and it proved to be an outstanding experience. Congratulations!

University of Florida Conference Department