

## Government & Military Testimonials

*You all rock. :-) Thank you soooo much for all your information and help with me on this one!! I appreciate all the efforts you guys have to put into making sure my arrival goes smoothly and arranging for the cleaning service and I thank you!!*

**US Navy – DamNeck, VA**

*The support I received from the Marriott ExecuStay personnel was fantastic! What a pleasure! EVERYONE I talked to at ExecuStay treated me wonderfully and was so warm and friendly! Absolutely top notch!!! Thank you soooo much! I will continue to recommend your company to my associates and will definitely keep you in mind for when I move back to the US!!!*

**US Air Force – Langley VA**



*Good morning, Brandi.*

*I provided your name as a POC for several employees traveling into the DC area since they will need assistance with government lodging. You were extremely helpful with my stay at the Metropolitan in Arlington, VA, so I thought you would be able to ease the minds of our travelers with your assistance....*

**DHS, TSA – Washington, DC**

*You have been wonderful to work with and have responded to our every need. Please be assured you are greatly appreciated. When traveling for longer periods of time it is so great to be able to feel at home. You are making that possible for many of us and word of mouth is the greatest advertisement available, so all of us here at Turkey Creek are giving you high credit for our housing comfort.*

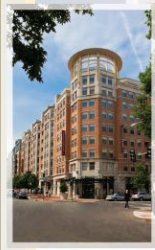
**FEMA – Des Moines, IA**

*Lisa - I am half way through this projected out here in San Diego and would like take the opportunity say thanks to you, Jamie and the rest of the folks for the great support and effort in helping me and my team with arrangements for staying in SD for this extended period. You guys have a done a great job taking care of us over the years, but the response and support from the Marriott team here in San Diego with the additional folks has been awesome. I would not have expected anything less from my past experiences working with you and Jamie. Thanks again and look forward to the continued relationship.*

**Manager, NSWC – San Diego, CA**

*I am so impressed with the service, I will be telling everyone who will listen to call ExecuStay when they need to move -- they can help any place in the world!! In 26 years I have moved numerous times and have never done anything as easy as having ExecuStay help us out.*

**Lt. Col. and family – Fort Bliss, TX**



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*I am so completely satisfied and after staying here I do not think I would ever again stay at an extended hotel for my travel. I have suggested this to all my friends and co-workers and ultimately had 2 more co-workers sign up and are moving in the apartments that I am in also.*

**Defense Logistics Agency – Richmond, VA**

*Although I completed the customer satisfaction survey recently, I also wanted to direct a communication to you to convey my experience with Marriott ExecuStay while in Los Angeles.*

*I have been on government assignment since November 2009 first in Washington DC and now in Los Angeles. I had the fortune of working with your representative while on assignment in Washington and now I have the opportunity to work with Ms. Lisa Hernandez since my arrival to Los Angeles this past March.*

*I'm compelled to write to you as I have been so impressed with Ms. Hernandez' customer service skills, something I keenly look for in my line of business. As you can understand, my assignments are very demanding and require my complete focus so spending time arranging for temporary housing is not at the top of my list of priorities but thanks to Ms. Hernandez, she has not only gone beyond the call of duty to secure housing and the related temporary requirements, she has done it in the most professional, courteous and efficient manner.*

*As a Platinum member I'd like to believe that it represents my Marriott brand loyalty; however I believe that aside from the aesthetics of your properties our loyalty is in large part derived by the 'experience' – that is, the courteous, professional and superior customer service rendered by people like Lisa Hernandez. In this regard, please accept this memo as commendation of the outstanding work of Ms. Lisa Hernandez.*

**District Director, SBA – Los Angeles, CA**

*I am a CSM and have had the distinct pleasure of working with Jason Chern who is the manager of Marriott ExecuStay (Raleigh, NC), which is one of the vendors for our program. I was the CSM of the Mobilization and Deployment Brigade for two years and was also charged with overseeing the program for over 2,200 ... soldiers who were housed in a number of Marriott assigned apartments.*

*Of the three assigned vendors, Mr. Chern's company maintains the majority of the lodging for the soldiers selected for the program.... He is a true professional and went well above the call of duty to ensure the customer needs came first and foremost when they were placed in his apartments. When there was an issue ... he made sure the customer was totally satisfied and ... for outstanding quality of life under the government contract.*

*Mr. Chern was always available and if he was not in reach, he made sure his staff would handle my needs with top notch care... He provided dedicated service, commitment, and drive toward his ability in making sure he gave his level best toward customer service.*

**CSM, Army LSP Program – Raleigh, NC**