



INTERSTATE EUROPE
HOTELS & RESORTS

Ms. Olga Tseler
Consultant
Assessment practice
CASE

June 27, 2012

Dear Olga,

Following the completion of the second Assessment and Development Centre run by CASE for Interstate Hotels I am writing to thank you and your colleagues for all your efforts in the successful planning and executing of these Centres.

From the outset, your knowledge, professionalism and flexibility combined with the friendly and relaxed manner in which CASE conducted the Centres ensured an effective tailor – made product that put the participants at ease and delivered, we believe, a highly accurate view of the participants.

It has been a pleasure to work with you and your team and I will have no hesitation in using CASE in the future for such Centres and also will be pleased to recommend you and CASE for similar projects.

I look forward to our continued working relationship.

Yours sincerely,

Kenneth McLaren
Executive Vice-President
Interstate Management Services