



June 25, 2009

Mark Hoplamazian
Hyatt Hotels Corporation
71 S. Wacker Drive
Chicago, IL 60606

RE: Hyatt Regency Rochester, New York

Dear Mark,

The corporate office for Eastman Kodak is in Rochester, New York and annually we do a program at the Hyatt located a few blocks away. The meetings consist of a sales meeting for our own sales team Monday and Tuesday followed by a "Pro Lab Workshop" through Thursday afternoon. The invitees to this workshop are exclusive to labs that own our lab production software and they come with their technical staff to be educated on the new updates to software as well as a wide variety of other technical and business sessions. This is a significant undertaking and the invitation is sent worldwide. Even with the current economy – this year we had 190 customers and 75 Kodak staff.

I wanted to specifically send you this note to tell you the exemplary level of service and catering we enjoyed last week. The level of attention to detail and professionalism were perfect. Several of my staff members commented to me that they wondered if the Hyatt "was under new management" because they couldn't get over how "fussed over" they felt. While I have been running these meetings annually for five years – there was something notably different this year. I cannot define it more specifically than to say that everyone on staff at the Hyatt Regency Rochester was totally on point!

The catering was awesome! I spent the week having my customers rant and rave about how great the food at each meal and break! Without exception, your staff was warm and friendly while discretely hovering nearby to remove plates or assist with anything to make the experience more comfortable for Kodak staff and our customers. Frankly – it's like a family reunion when we go back each year. We are always extra happy to see our "favorite banquet staff" still on duty (Margaerite Cyrana, David Kidder, Mary Lurz and Eric Hillsman). Chet Whisler, Banquets Manager, was quick to introduce himself and assure we had everything we needed. Billy Weeks, Assistant Banquets Manager, even made his way into an Elvis video we made and played for our customers at the big Wednesday night event!

Ryan Marx, Convention Services Manager, did an exceptional job of working with myself, Dave Shelp (the Professional Lab Segment Manager who hosts this event) our tradeshow house and our AV company. Last year was Ryan's first experience with our event and he jumped right in with creative ideas for our golf theme at the time. This year Ryan not only knew what to expect of our needs, he offered suggestions from our initial meeting and was equally as helpful coming up with decorations for our "Vegas" theme. He is always quick and thorough in his responses (and we unintentionally put him through some challenges for sure!). Ryan is consistently right there with a relaxed smile and confident response – regardless of what we come up with! I can't even fully express how much we appreciate knowing Ryan is "our guy". Our customers commented the entire week about how perfect everything was and even sent me thank you notes early this week because they had such a wonderful time. Even Ryan's manager, Julie Bumgarner, Director of Catering, made a special point of coming to visit me and be sure everything was going well. After the event, she had me send some comments to her so she could recognize Ryan at a managers meeting they have every other week to surprise him.

I thought you'd like to hear some "fan mail" and appreciation. In fact, everything about my event went so perfectly – this was the first year I've ever committed to NEXT year before I even left!

Warmest Regards,

Lori A. Guarino
Marketing Coordinator
Paper and Output Systems
Eastman Kodak Company

Cc: Kevin Kelly
Steve Enselein