



Medical Society of the State of New York

Division of Meetings and Conventions

Medical Student Services

Extension 404/406

FAX: 516.833-4757

May 12, 2009

Mr. Nassy Saidian
General Manager
Hyatt Regency Hotel Rochester
125 East Main Street
Rochester, NY 14604

Dear Mr. Saidian:

As you know the Medical Society of the State of New York recently held its Annual House of Delegates meeting at the Hyatt Regency and Rochester Riverside Convention Center.

I felt it was important to tell you of the many comments I received as the liaison for our participants and the many sub-groups who participated in this event. Everyone was highly complimentary of the Hyatt and its personnel - they had a wonderful experience.

It is obvious that you have maintained a high standard for the physical building that is the Hyatt - even after a seven year absence, it was obvious to me that the hotel is extremely well kept and comfortable. I had many compliments about the food and how very delicious it was.

Most importantly however, the staff at the Rochester Hyatt deserves high praise. Everyone who spoke to me commented on how very accommodating, efficient and friendly the staff of the hotel is. As we both know, a hotel can be the most luxurious in the world, but it is the staff that leaves the lasting impression.

Please convey to everyone at the Hyatt Regency my thanks and the compliments of my participants for a job VERY well done. This was one of our better meetings and your staff was in large part responsible for that success.

With warm regards,



Laurel A. Mayer
Vice President
Meetings and Conventions