



June 20, 2011

Steve Gilliland, Inc.
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Steve,

It was a huge win for Marriott International to have you address our best Group Intermediary Partners at the 2011 Travel Partners Conference in Marco Island, Florida! After hearing you speak last year in Chicago on your best selling book, *Enjoy the Ride*, I knew we needed you to represent Marriott International in an upcoming event.

You were the perfect choice to culminate our week, where our theme was 'Shared Experience, Strong Connection.' We had talked about, and practiced, the need and desire to further develop and build new relationships throughout the week via a series of meetings, activities, and events. I will admit, however, that after our conference was opened by a very talented key note speaker the day before you spoke, the pressure was on as you had to deliver an even more powerful (and entertaining) speech than your predecessor. No one thought it could be done (except me), as our customers were all talking about how wonderful the speaker had connected with us. As you (and I) soon found out, your speech was extraordinarily well received, and accolades were coming from all directions! I guess our first indication of how much they enjoyed you and your message was the rousing standing ovation you received! (I'm sorry to say the opening key note wasn't as fortunate)

Once again Steve, I can't thank you enough for closing our conference on such a high note. It was the perfect ending to a well executed conference! You can count on me to do everything I can to help you get in front of Marriott International's treasured associates, leaders, customers, and friends in the future. Best of luck to you in your travels, and thanks for delivering such a beautiful message around the world!

Your friend,

Rick Blackburn
Director, Intermediary Sales