



Change of Heart

Stress Solutions

...for a better life!

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Coast Plaza Hotel & Suites
1763 Comox Street
Vancouver, BC
V6G 1P6

Dear Ms. Hagen:

I am writing this letter to rave about the wonderful experience I had at the Coast Plaza Hotel & Suites.

On Wed., March 4th, I was a presenter at the BCCMA conference. Upon arriving at the hotel, I received excellent assistance from everyone with whom I came into contact.

These are the people who were helpful. The parking attendant who suggested where the best place to park would be. The concierge who willingly stored my cart of materials, so I wouldn't have to drag the cart through the restaurant. The waiter who cheerfully filled my order & refilled my coffee. Finally, I had wonderful staff assist me when I was setting up in the Comox Room.

When (I'm putting it *out there!*) my business grows to the point where I can host an event, I would love to be able to use your facilities. In the meantime, not only will I be speaking about the pleasant experience I had on the 4th; I will also Twitter about the Coast Plaza Hotel & Suites.

Thank you – having great staff ensured that I was comfortable; this was part of the recipe for the delivery of a great presentation.

With appreciation;



Marianna Paulson