

starwood

Hotels and
Resorts

October, 2009

Mr. Bill Wagner
Accord Management Systems, Inc.
1459 E. Thousand Oaks Blvd., Bldg. G
Thousand Oaks, CA 91362

Dear Bill,

Starwood Hotels & Resorts has used Accord Management Systems and McQuaig Surveys to help with the interview process of potential management companies since February 2008.

We appreciate Mr. Wagner and his Accord Management Team for creating the process / benchmarks for our interviewing process. By using this tool, it has allowed us to see how closely related the results are of the potential management company to our ideal benchmark. It has also added a lot of creditability to our process and enhanced our decision making. It allows a personal look into the person and his/her management styles that could not be seen in the submittals and reports given to us by the potential management company. Also, the report that summarizes the survey results is easy to follow and interpret.

I would recommend Accord Management to any company looking to enhance their interviewing process.

If you would like more information, please contact my assistant, Michelle Siskey, at michelle.siskey@starwoodhotels.com.

Sincerely,



John McGovern
Vice President, Franchise Operations
Starwood Hotels and Resorts, Inc.

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