



November 2, 2009

Mr. Rick Wolf
The B&B Team, Inc.
35 Western Avenue
Kennebunk, ME 04043

Dear Rick,

On behalf of the Board of Directors and the entire membership, we would like to thank you for speaking on *"Inside the Heads of Your Guests"* at the 2009 Annual Meeting of the New England Inns and Resorts Association at The Stoweflake Inn and Resort.

The members really appreciated your taking the time to come to the meeting and hosting a session. Your session was a success. Some of the evaluation comments sum it up...

- I took some great information away from this session
- Very informative.
- Excellent content ---
- Lot's learned from this session.

We are very grateful to both of you for attending. Thank you again.

Sincerely,

Beth Steucek
Executive Vice President

Cindy Lorenz
Meeting Manager