

July 18, 2011

Dear Jane Himmel and The Palmer House ,

You helped make a dream night come true.

My wife and I were set to celebrate our 10th wedding anniversary on June 23rd of this year. I really wanted to do something special to recognize the occasion. Since we got married at the Palmer House, in the beautiful and historic Empire Room, I had hoped to incorporate the room or hotel in some way for our celebration.

I called the Palmer House's catering office and spoke with Jane Himmel, the Senior Catering Manager. I inquired as to the availability of the Empire Room for our exact anniversary date, June 23rd – a Thursday. Opportunity struck when I was told the room was not being used for a previously scheduled event that night.

I suggested my idea to Jane that my wife and I have dinner for 2 in the Empire Room on the night of our anniversary, just as we celebrated our wedding there 10 years ago to the hour. This is when Jane and her team took over.

To my surprise and excitement, Jane took this idea from the start and worked very hard to make this idea, this dream, become a reality. I worked with Jane over the next couple of weeks and days leading up to our night. She helped me pull off one of the greatest nights and best memories my wife and I will ever have.

Jane guided me through the menu, the wine list, the custom cake ordered to replicate our actual wedding cake, the florist and even the music. We were informed that the head banquet chef stayed on that evening to prepare our meal and were told that the chef said "preparing a meal for 2 people is just as important as preparing a meal for 200." The service for the dinner was incredible. We were waited on hand and foot, but left alone sufficiently to enjoy the experience and the room. Keith, our captain, was outstanding. Our server, Gabriel, was fantastic and knew just when to make an appearance to accommodate us.

The night ended, but the memory and story of the evening will be relived for years to come.

Although we were married at the Palmer House ten years ago, we were treated as current, high priority clients ten years later.

None of this could have happened without the efforts of Jane Himmel and her team at the Palmer House. Jane, you deserve the highest accolades for our special night and because of you the Palmer House continues to be a main character in the love story that my wife and I are living.

Sincerely,

Brian and Nicky Steinberg