

RUSTY LUCAS  
P.O. Box 422  
SANDUSKY, OHIO 44871

November 11, 2005

Holiday Inn Express  
3 Ravinia Drive  
Suite 100  
Atlanta, GA 30346-2149  
ATTN: Executive Housekeeping

Dear Holiday,

I understand, from my recent stay at a Pittsburgh area Holiday Inn Express, that you now have certain household items for sale. What a fantastic idea to branch out into sales! As I understand from the little plastic placard in your guest rooms, hotel patrons can conveniently take the items provided in their hotel room. This is another fantastic spin on the marketing and sales aspects of your new business venture! Your customers are already right there using the products in their intended fashion! You have no need to pay actual salesmen to pitch the items to potential customers. Plus the items are made available in much the same way as that of computer shareware and the "Try before you buy" concept. I bet you make a lot more sales that way since people get an initial taste of using your products without an extra fee.

I note the following presented on your guest room placards:

***Dear Guest,***

*Due to the popularity of our guest room Amenities, our Housekeeping Department now offers these items for sale:*

<i>Irons</i>	<i>\$40.00</i>	<i>Bath Towels</i>	<i>\$15.00</i>
<i>Ironing Boards</i>	<i>\$30.00</i>	<i>Hand Towels</i>	<i>\$10.00</i>
<i>Blow Dryer</i>	<i>\$30.00</i>	<i>Face Cloths</i>	<i>\$5.00</i>
<i>Bath Sheets</i>	<i>\$20.00</i>		

*Each Guest Room attendant is responsible for maintaining the guest room items. Should you decide to take these articles from your room, instead of obtaining them from the Executive Housekeeper, we will assume you approve a corresponding charge to your account.*

***Thank You***

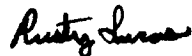
Is the "Bath Sheets" item a typographical error and really meant to read "Bed Sheets" or did I miss something during my stay? Everything else is self explanatory, but I am not sure what this "Bath Sheets" item refers to since you do not provide a full catalog with color photographs of your available items.

I was unable to reach the Executive Housekeeper during my stay at your facility due to my late night arrival and early morning departure, but my needs greatly exceeded the number of towels and ironing boards in my guest room at the time. So instead of taking a limited number of those items and possibly confusing the numbers I need in my overall count, I decided to leave the towels and ironing board there and write this letter to you once I had the opportunity.

I wonder if I can place an order by mail for certain items. If so, I further wonder if you offer any discounts for large quantity orders. I am looking for 50 bath towels, 25 hand towels, and 50 face cloths. I also need 13 ironing boards and 2 blow dryers. I have no need for any irons or bath sheets at this time, but I will keep you in mind should my future needs ever change in this regard.

Please tell me what discounts I qualify for in making this bulk order. Also let me know if I can just place this order onto my account, as the guest room placard stated. I would prefer to handle my payment in that fashion, if possible, and simply square things up during my next stay at one of your establishments.

Sincerely,

A handwritten signature in black ink that reads "Rusty Lucas". The signature is written in a cursive, slightly slanted style.

Rusty Lucas

p.s. I didn't see any Holiday Inn Express baseball caps on the list of items for sale, which is good. I was hoping I could get one for free and I would feel very awkward asking for a free Holiday Inn Express baseball cap knowing that you were already charging a certain price for them. Please send me a free Holiday Inn Express baseball cap!