

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

September 15, 2006

Hyatt Regency Columbus
350 North High Street
Columbus, OH 43215
ATTN: Concierge Department

Dear Concierges,

I was browsing the web at the public library on their computers and I came across a job opening in the Concierge Department at the Hyatt Regency with immediate availability. I feel that I am perfectly qualified for this job and I wanted to find out how I can apply. Because of my concern about the government sanctioned monitoring of all electronic communications, please indulge me if I choose to make a written employment application by mail, rather than an online electronic e-mail application. I have this thing about not exposing my personal and/or private business to the public eye. I have no idea who might be watching when I send an online job application.

I am especially interested in the posted job description. You say that "the Regency Club Concierge is responsible for answering questions and making reservations or recommendations. The position offers the opportunity to engage in casual conversation and to indulge special requests." First of all, I LOVE the way you word that. I enjoy answering questions and I specialize in indulging special requests.

I've read the book and seen *The Godfather* movie series numerous times and own the extended feature DVD set. Tommy Hagen was my favorite Concierge, although he wasn't necessarily the best wartime Concierge. I think that Genco Abbandando was probably the better wartime Concierge, even though he had very little character development in the movie.

My best advice as a Hyatt Concierge would be not to take anything personal. It's all strictly about business. I initially learned that from Michael Corleone, but I have also had some personal experience with that dynamic. You see in my current job, I am sometimes on the telephone with business customers and clients. I have a number of friends and some family who all know where I work and how to get in touch with me in the event of an emergency, but I don't often speak to them during the day business hours. But one time a friend of mine called with a problem that he thought I might be able to handle in my line of work. So he called me on my business line and we chatted about his problem for a while. When one of my co-workers caught on that I was talking to a friend of mine on company time, he asked me if I was taking a personal call. My response to Sherman was, "No. It's not personal... It's strictly business."

I would enjoy working at the Hyatt Regency in Columbus. In fact, I once attended a convention in Columbus where new configurations relating to high tension wire supports were on display and I stayed at your fine establishment. I had an enjoyable time at the Hyatt Regency and was very pleased with the service I received. I did not need to make any special requests to the Concierge, but it was nice to know that he was there in case I got into any tight spots and needed advice or a second opinion. I would now like to be that advisor.

I have one concern that I need to address before I submit my formal application. When I visited your hotel at that tension invention convention I mentioned, I had a few drinks at the bar on Saturday night after the last session. When it came time to use the public facilities, I noticed that the bathroom urinals in the lounge area had some sort of camera embedded in the piping system. I think it was a flush camera. I heard a distinct clicking sound (no doubt, the lens shutter snapping open and back closed) as I stepped away from the urinal. I don't know exactly where the camera lens was pointing since I never saw the finished photo, but I have an educated guess.

I am very concerned about this practice as I think it infringes upon the privacy rights of hotel patrons. I am also concerned personally, because like I said in my opening paragraph, I try to keep my privates private and not bare them out to the public. How can I be sure that the pervert sitting next to me at the public library isn't looking at pirated Hyatt security photos of me?

Are the urinal cameras there for security? Possibly an effort to reduce bathroom vandalism? If that is the purpose, I think that there are better ways to handle it. Maybe you could just make a public example out of one vandal that will make everyone else think twice before carving their initials into the tall stall wall. If I am hired as hotel Concierge, I can help you deal with this sort of thing without opening yourself up to thousands of complaints resulting from the urinal cameras.

Please send me a paper Concierge application that I can send by mail. I am prepared to make you an offer that you can't refuse.

Sincerely,



Rusty Lucas

p.s. Can you please send me a free Hyatt Regency baseball cap? Does your cook and kitchen crew wear baseball caps while on the job? If I do not get the job as Concierge, I would like to apply for a kitchen job where I can get a Hyatt Regency baseball cap as part of my uniform. If I do not get either job, can I still get a free Hyatt Regency baseball cap? I promise not to wear it while I am at your hotel if I do not get hired because I wouldn't want to confuse any other guests into thinking I was a kitchen employee, or worse yet, the Concierge. As much as I would like to be your Concierge, I know that there can only be one true head Concierge.