



Tuesday, February 19, 2013 10:26 PM

Hello Everyone,

We have learned that ExecuStay has been placed on "Service Watch" with the Brookfield GRS account. This means that the ExecuStay brand is at risk of losing our preferred partnership with Brookfield if we have any service failures in the next 30 days.

As a result, I am requesting that each GM immediately notify all associates of this status, including sales, customer service and operations personnel. Please stress how important our partnership is with this account – we've seen incredible growth in the last few months – and how important it is that we have strict adherence to all guidelines.

Please spend extra time inspecting apartments to ensure they are in perfect condition, with all services and appliances in working order. Open drawers and cabinets and check light bulbs, carpets, walls etc. During the next 30 days especially, please have a GM or supervisor inspect all apartments personally if at all possible.

We also need to ensure the required Apartment Inspection Form (attached) is completed, emailed to aif@bridgestreet.com and all pictures are uploaded, to <http://aptinspection.bridgestreet.com> login: ExecuStay password: marriottrewards, within 24 hours of the guest's arrival.

Our GAE on this account, Missy Gobrecht, will also be keeping an eye out for any new arrivals and sending individual reminders to the market. If you have any questions or concerns, please feel free to contact me or Missy directly at 215.680.0493.

Thank you for your assistance in providing excellent quality in both product and service and helping to maintain our partnership with Brookfield GRS.

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