



Le Reve
DUBAI

January 3, 2014

Ms. Evie Boustantzi
General Manager
Al Shirawi FM
P.O. Box 33539
Dubai, U.A.E.

Dear Ms. Boustantzi,

Hope this letter finds you well. I am writing to you to inform you of the wonderful job that your team at Le Reve did on New Year's Eve 2013/2014. Our tower had several New Year's Eve celebrations taking place all at once and the level of guests coming in and out of the building was at its highest level.

The entire group came together as a cohesive unit and pulled what I call a miracle; processing over 200 vehicles dropping off / picking up guests despite the insane traffic level and construction work taking place around the building. They were able to greet and welcome every guest that arrived to Le Reve, wishing them a Happy New Year and an enjoyable time, all while fending off violators who attempted to park their car within the building's parameters so that they can watch the firework show at the Palm. They were courageous, strict and above all professional.

I am truly impressed with their dedication and collective performance. Honestly, a job well done. Please take a moment to acknowledge them for the great job they did and a special mention has to go to the following people: Prashanth Kookal, Alfred Raj and RK who lead the entire process from beginning to end. These three rallied the team and had them executing all of my instructions, all while keeping me posted on all incidents throughout the night and into the morning.

Furthermore, a huge thank you has to go to the two Valet Drivers (Imtiyaz and Ranbeer) for doing a great job with parking owner cars and managing the traffic maneuvering in and out of the building. Also, a warm gratitude for the cleaning staff that kept up with the demands of the tower as well as the security guards, bell boys and concierge teams that handled the stress of the night with extreme confidence.

Thank you and congratulations to you and your entire team on a job well done.

Warm Regards,

Khaled Kaawar
General Manager

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