

From: Mary.Krapec@alcan.com

Date: 10/28/04 08:50:43

To: [Ursula Mac Tisell](#)

Cc: Sofia Quirino

Subject: Re: GIFT

Dear Ursula, Sofia:

I just got back yesterday, therefore, I am trying to get in the swing of things. I am sorry we did miss each other, I also knew that you were quite busy yourself.

I just wanted to say that Sofia is absolutely wonderful, wonderful. Sofia delivered all our requests, always with a smile and always always professionally and very very quickly. I cannot find enough kind words about Sofia; she is simply the best. The service the entire group provided to us during our event in Sintra was very well organized and very professional and the tour guides were very pleasant and knowledgeable, everyone appreciated having them with us to explain the surroundings.

Bravo to the entire team.

I am sure the coaching comes from you, Ursula, you have done a great job and thank you ever so much for everything; Destination Portugal services and that of Sofia, surpassed my expectations in all ways. If ever you need a recommendation please do give my name as a referral.

Once again, thank you very much for everything. I look forward to hearing from you soon.

Warm regards, Mary

Obrigada !!!

Mary Krapec

Executive Admin. Assistant/Adjointe admin. à la direction

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