

Jay Caiafa
Chief Operating Officer, The Americas

IHG[®]
InterContinental
Hotels Group

3 Ravinia Drive
Suite 100
Atlanta
Georgia 30346
USA

November 2, 2020

Holiday Inn Express Sedalia
Crystal Mitchell
Bharat Patel
4001 West Broadway
Sedalia, MO 65301

Dear Crystal and Bharat,

I'd like to congratulate you on a job well done! Your hotel has continued to deliver True Hospitality in the midst of a very challenging economic and public health environment. This is reflected in your hotel scoring in the top 10% in Guest Love, Guest Room Cleanliness and satisfaction with Covid-related safety measures over the summer. Your commitment to delivering True Hospitality while maintaining high standards of cleanliness and safety means a great deal to our guests and to all of the IHG family.

This pandemic has impacted our industry and our livelihoods in countless ways - our guests face this in their own way every day, yet they still choose to stay at our hotels. By delivering service the way you do, you help to re-establish trust and confidence in the travel industry and our brands, and more importantly – you have kept our guests and colleagues safe. This achievement is a testament to your attentive and caring team, a strong culture of hospitality and no doubt, some great on-property leadership. This commitment and focus on safety and service is what will see us through this crisis and keep guests coming back to our hotels.

On behalf of IHG and the Americas leadership team, I would like to extend my sincere thanks to you and your team for exemplifying our purpose of providing True Hospitality for everyone. Please keep up the good work and share our gratitude with your teams!



Sincerely,
Jay Caiafa
Chief Operating Officer – Americas, IHG

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