



Mr. Dinesh Srivastava
Kuoni Destination Management
Gurgaon, India

Jan. 25th, 2010

RE: Marquette students visit to India, Jan. 4-15th, 2010

Dear Dinesh,

I am writing with deep gratitude for the time and effort you personally spent on organizing and managing our group's visit to India and the professionalism with which this trip was organized by you and Kuoni. It was a pleasure to work with you through the organization and execution of this educational trip. Your quick responses to my e-mails and requests were highly appreciated. Your regular phone call to discuss issues, clarify requirements, and provide updates on the organization for our group was particularly thoughtful and reassuring that we were in good hands.

We were mostly delighted with the quality of hotels, meal arrangements, and transportation arrangements made on our behalf. The bus was very comfortable and was handled very capably by the assigned drivers. It was quite comforting to know that we would be met at each location by a Kuoni representative. Right from landing at Delhi to our departure, someone was always in touch with us and knew our next destination.

Our group was very impressed with the quality of Kuoni representatives and affiliates who met us at each point – right from the bus drivers and helpers to the Kuoni representatives at the airport. They were extremely polite, courteous, and knowledgeable. We felt very safe and comfortable with all your personnel. In particular, our group was very impressed with tour guide Gaurav Dayal who accompanied us for the Golden Triangle tour and Yogesh Amin who met us at Mumbai. Please convey our thanks to them as well.

Once again, thanks very much to you personally and to Kuoni for a very well organized tour, a smooth experience, and a very flexible attitude. We look forward to working with you on our future such engagements.

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