From: Jon Creighton
To: Matt Stone
Subject: FW: Thank you
Date: Monday, January 4, 2016 2:53:42 PM

These don't come along very often.

From: Wanda Greene
Sent: Monday, January 04, 2016 2:52 PM
To: Rick Conard
Cc: Jon Creighton
Subject: RE: Thank you

Thank you for sharing this information. I will be sure to pass the compliments and appreciation along to Matt, Bob and Harley.

From: Rick Conard [mailto:rconard@biltmore.com]
Sent: Monday, January 04, 2016 2:48 PM
To: Wanda Greene
Cc: Matt Stone; Bob Haynes; Harley M. Stewart
Subject: Thank you

BILTMORE®

Rick Conard
One North Pack Square
Asheville, NC 28801

January 4, 2015

Wanda Greene
Buncombe County Manager
200 College Street, Suite 300
Asheville, NC 28801

Ms. Greene,

I would like to take this opportunity to express my appreciation, on behalf of the Biltmore Company, to Matt Stone, Bob Haynes and Harley Stewart. Their attention-to-detail for quality, safety and the current codes were continuously evident during the building of the new Village Hotel on Biltmore Estate. These gentleman went above and beyond to provide great customer service from beginning to end which resulted in the development of a cohesive partnership allowing us to complete the project on time.

We are very pleased with the finished product and are happy knowing we have created a safe building for guests to enjoy for the foreseeable future. Please pass along our thanks for a great job.

Sincerely,

Rick Conard
Vice President, Attraction Operations
Biltmore Estate
One North Pack Square
Asheville, NC 28801