

From: **RCI Resort Operations**

Date: Thu, Nov 7, 2013 at 12:58 PM

Subject: Congratulations on your resort's 2014 RCI Resort Recognition Program Award!

To: **Diamond Caverns Resort & Golf Club**

Dear Lana:

Congratulations! **Diamond Caverns Resort & Golf Club** has earned the **RCI**<sup>®</sup> Hospitality designation for 2014! RCI presents this award to **Diamond Caverns Resort & Golf Club** in recognition of its outstanding hospitality and check-in/check-out service. RCI commends you and your staff for your strong commitment to quality service.

At RCI, we value our affiliation with you. The RCI Resort Recognition Program demonstrates our commitment to strengthening that affiliation in order to help meet and exceed the vacation expectations of your owners and RCI subscribing members. We're proud of your accomplishment, and to help you spread the word of your success, in December we will send you a press release template so you can promote your designation to your local media.

Again, congratulations to you and your entire staff from all of us at RCI, and thank you for sharing our ongoing commitment to customer satisfaction.

Best wishes for continued success!

Sincerely,

Gordon Gurnik  
President, RCI