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#159 LETTERS
HYATT HOTEL



THE COUNCIL
CITY OF BUFFALO

GEORGE K. ARTHUR
PRESIDENT

February 1, 1988

Honorable David A. Collins
Masten District Council Member
Room 1414 City Hall
Buffalo, New York 14202

Dear Dave:

Enclosed please find a letter from the New York State Nurses Association to David Beecham, General Manager, Hyatt Regency of Buffalo. I would appreciate it if you would put this on the agenda for your next Convention and Tourist meeting. There must be some way that we can resolve this issue.

Sincerely,

GEORGE K. ARTHUR
PRESIDENT
BUFFALO COMMON COUNCIL

cc: Juanita Hunter

Enclosure

Martha L. Orr, MN, RN
Executive Director



Constituent of The American
Nurses Association

NEW YORK STATE NURSES ASSOCIATION
2113 Western Avenue, Guilderland, N.Y. 12084, (518) 456-5371

January 16, 1988

David Beecham
General Manager
Hyatt Regency Buffalo
Two Fountain Plaza
Buffalo, New York 14202

Dear Mr. Beecham:

Thank you for your letter of January 4th. Needless to say, your description of the details of our experience at the Hyatt Regency varies significantly from that reported to me by numerous members of the Association. I also disagree with your conclusion that there should be no adverse effect on attendance at our future conventions.

It does not appear that further correspondence with the leadership of the Hyatt Corporation or of the Hyatt Regency Buffalo will result in a satisfactory resolution of the issues. I will report this conclusion to the Board of Directors at its next meeting January 21st.

You are certainly correct that there can be no consideration of boycotting the Hyatt chain for meetings of the Association held in Albany. That was my error. However, I will recommend to the Board that the Association's 80 member delegation and other staff and members attending the American Nurses Association convention in Louisville, KY next June utilize a hotel other than the Hyatt. It is also my considered opinion that the Association will not plan another convention in Buffalo.



#159 LETTERS
HYATT HOTEL

David Beecham
January 16, 1988
Page 2

I am extremely disappointed that I have been unable to convince you that a gesture of some form of compensation would not only be fair, but would be a sound business practice.

Sincerely yours,

Martha L. Orr

Martha L. Orr
Executive Director

cc: Juanita K. Hunter, President NYSNA
Darryl Hartley-Leonard, President, Hyatt Hotels Corp.
Paul Astleford, Vice-President - Sales, Hyatt Regency
James Griffin, Mayor, City of Buffalo
George K. Arthur, President, Buffalo Common Council
Richard Slisz, Erie County Legislature
William P. Hart, President, Hart Hotels
Roger Schutt, Buffalo Chamber of Commerce

MLO/ker

#159 LETTERS

HYATT HOTEL

No room at Buffalo inns for nursing delegates

By MARY PATTERSON

There was no room at the inn for some participants of the recent New York State Nurses Association convention held in Buffalo last month. The nurses' group reported that many of its members arrived at area hotels expecting accommodations, only to find the hotels at which they had made reservations were filled up.

"The hotels overbooked," said Anne Schott, director of communication and publications for the nurses' group. "That created a lot of ill will. There was some talk about passing a resolution about never coming to Buffalo again."

The convention, held Oct. 22-25, attracted 1,400 delegates to the city.

Particularly troubling, Schott said, was that association officials arrived at 10:30 p.m. on the first night of the conference to find that there were no rooms saved for them at the Hyatt Regency Buffalo, even though the hotel had a master list of the officials and had been informed they would be getting in later than the usual 6 p.m. check-in deadline.

Members of that group raised a fuss, which resulted in the hotel finding rooms for them, she said. The general manager of the Hyatt Regency Buffalo, David Rechan, refused to comment.

"The manager said it is his policy not to talk about groups that have been here or are going to be here," said a Hyatt employee. She confirmed, however, that the hotel "walked" five people one night and 23 the next day. In the hotel industry, walking means a hotel finds rooms for people at other inns, pays for the rooms and provides transportation to and from the alternate hotel.

The actual number of nurses bumped from the hotel was 47, said convention organizer Karen Maune, director of organizational services for the state nurses association.

Many more were initially denied rooms for which they had guaranteed reservations, she said, but some who complained eventually were given rooms. Some convention exhibitors also were bumped from rooms at the Hyatt, she said.

The Buffalo Hilton also ran short of rooms for nurses attending the convention.

"There were three rooms that we had to relocate one night," Hilton general manager Rodi Rainer said. "That doesn't happen often, and we pay for those people's accommodations."

That number also was low, Maune said. She said she plans to send a questionnaire to attendees to determine the extent of the problems encountered at Buffalo hotels.

The hotel was short on rooms because some previously registered guests had not checked out, Rainer said. Under state law, it is illegal to evict a hotel guest who chooses to extend his stay.

Reports that another downtown hotel provided only 10 of 50 promised rooms could not be confirmed.

"Some of those rooms were booked in June and July," said a local member of the nurses' group. "It was a fiasco."

The newly elected president of the state association, Jaunita Hunter, is a clinical assistant professor at the state University at Buffalo. After the convention, she and two other members of the state nurses' group met with representatives of the Greater Buffalo Chamber of Commerce Convention and Tourism Division to discuss the problems.

The meeting with William Hart, vice chairman of conventions and tourism, and Roger Schutt, vice president of the division, produced a promise to meet with representatives of the hotels.

"We will be meeting with the individual

hotel properties to follow up," Schutt said. "It's unfortunate whenever it happens, but particularly to a convention group."

Some overbooking is inevitable, Hart said, because "business still goes on within the area," regardless of conventions.

There was some talk about passing a resolution about never coming to Buffalo again.

"One thing builds on another, but I had the sense the ladies felt better after we talked," Hart said. "What we need is better communication between the hotels and

the meeting planners and the convention bureaus."

Part of the problem with communication will be eased with the addition of more employees at the Convention and Visitors Bureau, Hart said. The bureau recently began receiving additional funding through the increased hotel bed tax instituted in Erie County earlier this year.

"We're now on track," Hart said. The convention and visitors bureau staff was extremely helpful throughout the convention, said Maune of the state group. The problem was with the hotels, she said.

Strong attendance at the convention was due to a scheduled vote on whether the state association would withdraw from the American Nurses' Association over a bylaw change to allow a new class of nurses, "associate nurses," as members.

The national association is lobbying for a consistent national requirement that only students who have completed four years of nursing education be eligible to take the registered nurses examinations.

But they would also create an intermediate category between registered nurses and licensed practical nurses for nurses who don't have four-year degrees.

The New York group protested that such a change in the national bylaws was premature and could result in a dilution of the group's professional goals.

After a series of forums held around the state, the state nurses' board of directors dropped the proposal to withdraw from the national organization. Instead, delegates to the convention in Buffalo passed a resolution to reaffirm their "professional mission," association public relations official Anne Schott said.

And on playing the host

This kind of thing happens all the time. You arrive at your destination at midnight. Even though you called ahead to say you'd be late, the hotel gave away your room or has no record that you ever even reserved one.

But when it happened in Buffalo recently to more than a handful of delegates at the convention of the New York State Nurses Association, what resulted was more than a little inconvenience and irritation.

The nurses considered voting never to hold their convention again in Buffalo. In the end, they didn't take that vote. They didn't need to. The convention business is a competitive one, and next time they look for a location to meet, they'll already have a reason not to do it here.

We are not surprised that a number of delegates arrived to find that their reservations had been fouled up. There just aren't very many hotel rooms in downtown Buffalo when it comes to a weekend of a home football game, a couple hockey games and a 1,400-delegate convention.

From everything we've heard, the hotels involved handled the problem as gracefully and graciously as possible. But what disturbs us is that these problems arise at a time when Buffalo is trying to increase the size and number of conventions it draws. That won't happen if the city gets a reputation for being unable to host what, in the business, are considered fairly moderate-sized meetings.

Perhaps we just aren't ready yet to play host to 1,400 or more people. If not, we ought to bone up fast. Larger conventions are coming soon.

And if we're not ready when those conventions arrive, that will be worse than never having the conventions at all. Because in this business, the only thing worse than no reputation is a bad reputation.

#159 LETTERS
HYATT HOTEL

Nurse Image Needs a Boost

The public has recently been given much information about AIDS and health care providers. Unfortunately, some reports have been as misleading and facts have been misinterpreted.

Of particular concern to organized nursing is the impression that nursing schools statewide are experiencing an enrollment decline due largely to fear of AIDS. There is another side to the issue which the public should be aware of.

While enrollment in all programs of nursing education nationally and at the state level have declined approximately 8 percent over the last four years, nurse leaders and others cite the following reasons for this decline: (1) the evolving role of women in our society; (2) the decline of the young adult population; (3) the availability and accessibility of other careers for women, such as medicine, law or dentistry; (4) the decline of federal support for nursing education and (5) the current public image of nursing.

To state, as some have reportedly done in your newspaper, that AIDS is the singular cause of the enrollment problem in nursing education is misleading, and the implications therefore could be harmful to the public and to the nursing profession.

While fear of AIDS may in the future become an additional factor in this complex interrelated situation, that situation has not been documented, nor is the situation a widely accepted and substantiated factor like those previously identified.

Additionally, if it were true that fear of AIDS has caused a drop in nursing school enrollments, then the corresponding rise of

women in medical schools would not be occurring.

Nursing care is an important component of the health care services, which are provided to clients in multiple settings. The care of AIDS patients represents only one of the major challenges today that confront nurses who provide those services. AIDS is one example of the challenge to providing quality nursing care to patients with communicable diseases.

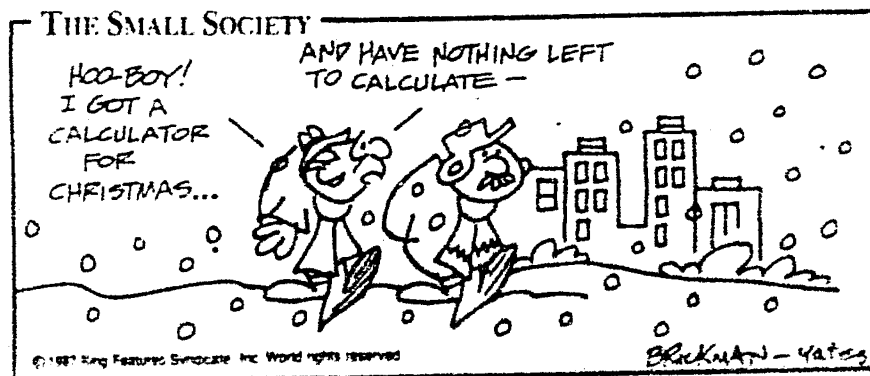
The public, nurses and potential nurses need timely, accurate and objective information to assist them in related professional and personal decision-making related to the AIDS crisis. Clearly, the media has an important role to play in that process.

A concern about recruitment and retention in schools of nursing prompted the New York State Nurses Association to host a two-day workshop in May of this year. The outgrowth of that conference was development of a comprehensive plan designed to aggressively address recruitment and retention of nurses. Nurses, consumer and other health professionals have been invited to participate in the implementation of this action plan.

A major component of this recruitment effort will be the use of the media to positively portray the profession of nursing to prospective students as a career option with a lifetime of opportunity.

We invite your participation and assistance in this endeavor.

JUANITA K. HUNTER
President
New York State Nurses Association
Buffalo



B/V 12-23-87

#159 LETTERS

HYATT HOTEL

Dear Mr. Becham

As you are aware the New York State Nurses Conventions
was held in Buffalo, New York Oct 23-25, 1937 and many of our
members were
dissatisfied with the service they received at the Hyatt Regency
in Buffalo. Subsequently, numerous correspondence has been
sent to you

#159 LETTERS
HYATT HOTEL

Martha L. Orr, MN, RN
Executive Director



→ JKH
1/20
CML
Constituent of The American
Nurses Association

NEW YORK STATE NURSES ASSOCIATION
2113 Western Avenue, Guilderland, N.Y. 12084, (518) 456-5371

December 5, 1987

Darryl Hartley-Leonard
President
Hyatt Hotels Corporation
5616 North Western
Chicago, Illinois 60659

Dear Mr. Hartley-Leonard:

I have reviewed the enclosed correspondence related to the recent convention of the New York State Nurses Association and wish to inform you that neither I nor the Board of Directors is satisfied with the lack of resolution of our complaints.

The annual convention of our Association is a major source of revenue. If our members and guests are dissatisfied with a particular convention, our experience has been that the subsequent year's convention registration reflects that dissatisfaction. At this time, I am greatly concerned that the Association may indeed experience reduced attendance at our 1988 convention because of the members' extreme dissatisfaction with the Buffalo Hyatt's treatment of them.

I would also like to call to your attention the fact that the Association's conventions for 1989, 1990, and 1991 are tentatively scheduled for the Hyatt Hotel inn Albany, New York. Given the recent experience with the Hyatt, it is not unlikely that the Board of Directors will ask for a review of those plans.

Finally, you should also know that the Hyatt Hotel in Kansas City is the beneficiary of a major corporate account with the American Nurses Association, of which NYSNA is a constituent member.



Darryl Hartley-Leonard
December 5, 1987
Page Two

I realize that it is not possible to correct a situation which is past. However, I suggest that Hyatt Corporation consider some form of compensation to the Association and/or the many members who were so inconvenienced. I would be pleased to discuss this request with a representative of the Hyatt Corporation or the Hyatt Regency in Buffalo as you suggest.

I look forward to a prompt response to this request. It will be necessary for me to report the outcomes of this correspondence to the Board of Directors at its meeting on January 21, 1988. Thank you for your attention to this matter.

Sincerely,

Martha L. Orr
Martha L. Orr
Executive Director

cc: David Beechum
General Manager
Hyatt Regency Buffalo

Paul Astleford
Vice President - Sales
Hyatt Regency

Juanita K. Hunter
President, NYSNA

#159 LETTERS
HYATT HOTEL

Martha L. Orr, MN, RN
Executive Director



Constituent of The American
Nurses Association

NEW YORK STATE NURSES ASSOCIATION
2113 Western Avenue, Guilderland, N.Y. 12084, (518) 456-5371

November 9, 1987

Darryl Hartley-Leonard
President
Hyatt Hotels Corporation
5618 North Western
Chicago, Illinois 60659

Dear Mr. Hartley-Leonard:

Our Association recently held its annual meeting at the Hyatt Regency Buffalo.
My job was that of organizer.

In all my experience I have never seen a hotel treat convention attendees with such
extreme disregard. Although I have yet to gather all the evidence against the Hyatt
Regency Buffalo, I can firmly state that **no fewer than 47 people were relocated**
the first night. Many others were inconvenienced for hours before receiving a room.
It's probably easy for you to imagine the ill will and chaos which prevailed.

I am curious to know the corporate standards the Hyatt places on its franchisees.
Please forward this information at your earliest convenience.

It's truly unfortunate that the Hyatt Regency Buffalo seriously damaged your otherwise
respectable corporate image.

Sincerely, .

Karen Maune

Karen Maune
Director
Organization Services

cc: David Beecham
General Manager
Hyatt Regency Buffalo



HYATT HOTELS CORPORATION
3424 NORTH 90TH STREET
OMAHA, NEBRASKA 68134 USA

402 572 7878 TELE 484393

HYATT HOTELS CORPORATION

DARRYL HARTLEY-LEONARD
PRESIDENT

November 23, 1987

Ms. Karen Maune
Director
Organization Services
New York State Nurses Assn.
2113 Western Avenue
Guilderland, N.Y. 12084

Dear Ms. Maune:

Thank you for your letter regarding your reservation at
the Hyatt Regency Buffalo.

I was concerned to learn of the difficulties you
encountered with your reservations. While the staff at
the hotel does everything they possibly can to avoid
overbooking situations, occasionally incidents such as
the one you experienced occur. Please accept our
sincere apologies for any inconvenience you suffered.

I am forwarding your correspondence to Mr. David
Beecham, General Manager of the property, to ensure he
is in receipt of your letter and has had the
opportunity to review your concerns and respond to you
personally.

Thank you for taking the time to inform me of this
matter. I only hope this incident will not prevent you
from joining us in the future.

Sincerely,

Darryl Hartley-Leonard

Darryl Hartley-Leonard
President

DH-L:bb

cc: Mr. David Beecham, General Manager
Hyatt Regency Buffalo

#159 LETTERS
HYATT HOTEL

HYATT HOTELS CORPORATION
MADISON PLAZA
200 WEST MADISON
CHICAGO, ILLINOIS 60606 USA

312 750 1234 TELEX 6571520

HYATT HOTELS CORPORATION

November 12, 1987

Ms. Karen Maune
New York State Nurses Assn.
2113 Western Avenue
Albany, New York 12084

Dear Ms. Maune:

Thank you for selecting Hyatt Hotels and Resorts for your 1987 Annual Convention this past month. I was sorry to learn from Mr. Joe Donahue, Sales Manager at the Hyatt Regency Buffalo, however, that you felt the success of your program was compromised by difficulties at our hotel.

Our objective at Hyatt is to contribute to the success of your function. I sincerely regret if we have disappointed you in this respect.

As a valued customer of Hyatt Hotels and Resorts, you will hopefully recognize that this occasion does not typify the high quality service and product that the name Hyatt has come to represent. Therefore, it is very important to me to get your feedback. This will enable us to pinpoint areas of concern so as to avoid problems like this in the future.

Ms. Maune, thank you, in advance, for your evaluation. We do appreciate your business, and look forward to regaining your confidence.

Sincerely,

Paul Astleford

Paul Astleford
Vice President-sales

PA:bb

Enclosure

IDEAL COMMENTS: Excellent Good Fair Poor

How do you rate our overall performance?

WAS IT HELD WITH FUTURE MEETING PLANS?

Location (city, state)	No. of Sleeping Rooms
Location (city, state)	No. of Sleeping Rooms
Location (city, state)	No. of Sleeping Rooms

NAME: MR. MS. MRS.

Title: _____ Organization: _____

Address: _____ Phone: _____

City: _____ State: _____ Zip: _____

HYATT HOTELS CORPORATION
200 WEST MADISON
CHICAGO, ILLINOIS 60606
800-228-9000

HOW WAS YOUR EVALUATION?	HOTEL CODE
HYATT REGENCY BUFFALO S-4844	373
How efficient were we at processing reservations?	✓
Hotel registration?	✓
Convention registration?	✓
Accounting & billing?	
Did we perform to your satisfaction on room's appearance?	✓
Cleanliness?	✓
Audio-visual equipment?	✓
Lighting arrangements?	✓
Air conditioning/heating?	✓
How did our quality rate for food served during the functions?	✓
Hotel's service?	✓
Breakfast buffet set up?	✓
Restaurants?	✓
Bar/lounge?	✓
Room service?	✓
How did our staff rooms set up?	✓
Appearance?	✓
Service?	✓
How does our staff rate for friendly, courteous service?	✓
Quality of room used?	✓
Who was your future contact?	✓
Who was your catering contact?	
Who was your convention services contact?	

#159 LETTERS
HYATT HOTEL

HARDER SILBER AND GILLEN
ATTORNEYS AND COUNSELLORS AT LAW
275 1/2 LARK STREET
ALBANY, NEW YORK 12210
518-462-2868

GEORGE W. HARDER
RICHARD J. SILBER
JEFFREY DANA GILLEN

November 24, 1987

Karen Maune
Director
Organization Services
New York State Nurses Association
The Center for Nursing
2113 Western Avenue
Guilderland, New York. 12084

Dear Karen:

This responds to your November 4 letter concerning the problems encountered at the Hyatt Regency Hotel during your Association's Convention.

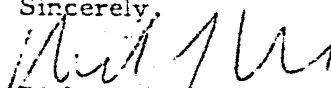
We have researched the applicable law in New York and I regret to inform you that, in this State, the courts do not recognize any action to collect damages against an "innkeeper" for the types of problems encountered by Association members at the Hyatt. To collect anything, your Association would have to establish that the Hyatt's actions were wanton, malicious or precipitated by wrongful motives.

For your information, I enclose copies of (1) a portion of a Syracuse Law Review article concerning "Hotel Overbooking" and (2) a court decision in Pollock v. Holsa Corp. concerning damages against an "innkeeper".

I do suggest, however, that your Association, either you or Martha Orr, communicate directly with the chief executive officer of the Hyatt Hotel chain to alert him or her to what happened at the Convention. It very well may be that you will receive some type of satisfaction through that route.

Please call me if you have a question about any of this.

Sincerely,


Richard J. Silber

s:6
enclosures: 2.

#159 LETTERS
HYATT HOTEL

Martha L. Orr, MN, RN
Executive Director



NEW YORK STATE NURSES ASSOCIATION
2113 Western Avenue, Guilderland, N.Y. 12084, (518) 456-5371

RECEIVED

NOV 16 1987

Constituent of The American
Nurses Association

Excel
Ball
David B
Mel F

November 12, 1987

Roger Schutt
Greater Buffalo Chamber of Commerce
107 Delaware Avenue
Buffalo, NY 14202-2801

Dear Roger:

Several weeks have passed since our "Buffalo Experience" and I'm now somewhat ready to write the last chapter of Convention 1987.

Below is a list of vendors used in conjunction with our meeting. I've categorized them as "acceptable" or "unacceptable". A brief description accompanies each vendor in the "unacceptable" category.

Please know that "acceptable" means much more than the word implies - providers in that category were exemplary. Kathleen Hartman, Tony Kozak (Buffalo Chamber), Mel Florezak, Lynn Evans, Larry Gibbs, Mario Muscaroel, Joe Puzzella (Convention Center), Chris Beck (Hyatt, Audio Visual Manager), Michael (in charge of the Foundation Luncheon and Awards Banquet), and representatives from Silent Partners and Balloons-Over-Buffa were professional, reliable, accessible and a pleasure to do business with. Their efforts to produce a quality convention matched my own expectations.

Acceptable

1. Buffalo Convention Center
2. Silent Partners (Tour Company)
3. Balloons-Over-Buffalo (Awards Banquet Decorations)

Unacceptable

1. Hyatt Regency Buffalo

Apparent lack of organization and central contact. Unreturned phone calls from Joe Donahue and Walter Mezzanti leading to confused messages and late receipt of spec sheets.

Disregard of Master Hotel List. Five out of 15 rooms on VIP list blocked for Regency Club Level bumped two to three times before settling on Club Level. Substantial.



beyond industry standards, overbooking resulting in no less than 47 people being relocated on October 22.

Reports of no record thereby no credit on final bill although room guarantees had been confirmed, late processing of confirmation (begun on October 2, 1987), 3 credit cards lost, breach of agreement for Awards Banquet, confusion in billing-some VIP's allowed to charge for incidentals, others not, errors on bills. Moved the October 25 Board of Directors meeting without advanced notice.

Lenox Hotel

Released room block in early August without consulting me thereby creating a potential room shortage (Reservation cut off was September 27). Tony Kozak on the Chamber creatively and quickly established alternative arrangements.

Mark Custom Recordings

Audiotape company for continuing education programs. Reduced the schedule for the audiotape sales desk but still did not send a representative during agreed upon hours. Would not release one copy of tapes until convention attendee labels were sent.

Aerobic Instructor

25 minutes late first day of class. Reported to have been in automobile accident the second day. A Convention attendee instructed both classes.

The Floristry

Sent a bouquet of flowers with carnations when specifically instructed on the bill not to include carnations.

Ad Art

Used for sign needs. Delivered rather overpriced, unsophisticated signs a day late.

Peacock Productions

Talent scout Sarah Jo Barth breached contract for pianist Al Timmey on October 24, 1987. Sent alternate who arrived late.

The above touches on some of the frustrations. I believe most of the problems can be corrected but I leave the methodology up to you and yours. Good luck Roger.

Sincerely,

Karen Maune
Director
Organization Services

#159 LETTERS
HYATT HOTEL



**Brookhaven
Memorial Hospital
Medical Center**

HOME HEALTH AGENCY

4 PHYLLIS DRIVE, PATCHOGUE, NEW YORK 11772 / 516-758-3600

Jerold S. Cohen, R.N., C.N.A.A.
Director

Dear Juanta,
Thought you might be interested in these
responses from the Hyatt regarding our
stay in Buffalo.
Have a Happy New Year!

Jerold

HYATT HOTELS CORPORATION
3424 NORTH 90TH STREET
OMAHA, NEBRASKA 68134 USA
402 572 7878 TELEX 484393

DARRYL HARTLEY-LEONARD
PRESIDENT

November 17, 1987

Mr. Jerold S. Cohen, R.N.
Director of Patient Services
Brookhaven Memorial Hospital
Medical Center
101 Hospital Road
East Patchogue, N.Y. 11772

Dear Mr. Cohen:

Thank you for your letter of November 2 concerning your recent visit to the Hyatt Regency Buffalo. Please accept my apologies for the difficulties you described as experiencing during your stay.

I am asking Mr. David Beecham, General Manager of the property, to look into these matters and respond to you directly. You will be hearing from him shortly.

It is unbecoming to our reputation that your stay was not perfect. I am sorry if you feel you were inconvenienced in any way. We look forward to regaining your confidence in Hyatt Hotels and the opportunity to serve you again.

Sincerely,

Darryl Leonard

Darryl Hartley-Leonard
President

DH-L:bb

cc: Mr. David Beecham, General Manager
Hyatt Regency Buffalo

#159 LETTERS
HYATT HOTEL

HYATT REGENCY BUFFALO
ON FOUNTAIN PLAZA AT CONVENTION CENTER
TWO FOUNTAIN PLAZA
BUFFALO, NY 14202 USA

716 856 1234

December 15, 1987

Mr. Jerold S. Cohen, R.N.
Director of Patient Services
BROOKHAVEN MEMORIAL HOSPITAL
MEDICAL CENTER
101 Hospital Road
East Patchogue, NY 11772

Dear Mr. Cohen:

I am in receipt of your letter to our President and his response to you concerning your recent stay with us while attending the New York State Nurses Association Convention.

Please accept my sincerest apologies for our many shortcomings. I know we fell short of your expectations and have taken steps to correct the problems you experienced.

I want to thank you for taking your time to write and bring these specific areas of concern to our attention. I have held a meeting with the managers of all the areas you mentioned, as well as others, to recap in detail what went wrong and why so that we may prevent this type of occurrence in the future.

Once again, please accept my sincerest apologies. I hope this entire matter has not left you with an irreversible impression of the Hyatt Regency Buffalo or Hyatt Hotels and that we will have the opportunity of serving you again in the future. I would like to ask that on your next visit to the Buffalo area you call my office so I may personally handle your reservation needs.

Sincerely,



David Beecham
General Manager

DB/j