

*Ms. Lisa Renee Boucher*  
2769 W Riverwalk Circle, Unit M  
Littleton, CO 80123

January 2, 2008

Courtyard Downtown Louisville  
ATTN: Danny Thompson  
100 South Second Street  
Louisville, KY 40202

**RE: FIRE INCIDENT, LOUISVILLE KENTUCKY**

Dear Marriott Rewards Program,

For the past several years I have been a satisfied Marriott rewards member, traveling weekly and making Marriott properties my hotel of choice. I am currently a Gold member, and have been so since 2003.

At approximately 4 am on December 8<sup>th</sup>, while staying at the Downtown Courtyard in Louisville Kentucky for a sales meeting and holiday party, I was woken to the sound of fire alarms, emergency vehicles, and very loud pounding upon my door. Much to my surprise the hallway, walls, ceiling and carpet outside my door were on fire.

→ Thanks to the prompt response of the on-duty security officer, John, I was pulled through the flames, had a towel thrown over my head and was then pushed toward the other end of the hall to run down 8 flights of stairs. I can not begin to express my gratitude towards him. He went above the call of duty and I would like for this letter to reflect his efforts. Would you please add this to his employment record with Marriott and forward to his supervisor?

Thank you for your time and attention and have a happy New Year!

*Lisa Renee Boucher*

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