



EXECUTIVE  
INCENTIVES  
& TRAVEL, INC.

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November 2, 2004

Nancy Trosclair, President  
Destination New Orleans  
53 Echezeaux Dr.  
Kenner, LA 70065

**Re: *Big Easy Blast, October 2004***

Dear Nancy:

The *Destination New Orleans* experience was a fantastic one not only for our event staff, but more importantly for the guests on the trip. A few adjectives come to mind when we think of DNO: creative, hospitable, service-oriented, flexible, knowledgeable - the list could go on and on. The goal of our incentive trip was to reward a remarkable team for a job well done. You helped us achieve that goal ten-fold. The guests thoroughly enjoyed the wonderful Garden District and Cemetery tour in part because of DNO's creativity and your great team of tour guides. They were extremely insightful on the area culture and really connected with each group. Also, the staff member you provided to us for our hospitality desk was amazing. Her expertise allowed for us to provide our guests with the best recommendations for experiencing New Orleans' culture during their free-time.

We specifically chose DNO over other destination management companies for two reasons. Most importantly, DNO proposed the most creative options for our event and for our guests. Additionally, DNO did this while keeping our costs economical. We couldn't ask for more. After the event concluded, we knew we made the right choice!

We look forward to the opportunity to work with DNO again in the future. Thank you for making our *Big Easy* experience an absolute *Blast!*

Best regards,

Kim Todd  
*as agent for JM&A Group*  
Meetings and Special Events Planner

