



January 26, 2016

Dear Sir / Madam,

It has been an exciting year to work on a strategic goal setting project for MOHG. With that said, the stake holders involved and level of corporate approval can prove daunting. It ended up being one of the most positive and exhilarating projects of the year. And it was made that much more expeditious and strategic thanks to the engagement of Jo-Anne Hill as a consultant for six months.

With her extensive professional background, her drive and enthusiasm, she made the entire process a smooth, organized and strategic journey that ended in approval and acceptance by all stake holders. She was always ready, prepared and eager to lend advice and share best practices from her past. Her experience within the luxury environment was paramount to her acceptance to the project and approval by the CMO

In addition to that, she engaged with us on property in the US during a difficult transition and was able to work together with both sales and the GM to align them as a team, set goals and energize them to achieve a stellar year.

I highly endorse Jo-Anne and would hire her again in the event we need her on special project work or any challenging sales project that would use her skill set. Her enthusiasm is contagious and she was a tremendous partner throughout.

Sincerely,

A handwritten signature in black ink, appearing to read "Emily Snyder", with a stylized flourish at the end.

Emily Snyder
Vice President, Global Sales
Mandarin Oriental Hotel Group