



ACTION Y/C
GDP V/N

November 12, 2009

Secretary-General Ban Ki-Moon
Rm S-3800
United Nations
New York, NY 10017

Dear Mr. Secretary-General,

I was recently informed of your experience during your most recent stay at the Willard InterContinental Hotel.

It is my understanding that the services you received before and during your lunch fell far below your expectations. I was also made aware of the fact that you received an unwanted phone call during your stay which should never have occurred. I have addressed these issues with the departments involved and I would like to take this time to offer my sincerest apologies on behalf of the hotel for any inconvenience you were caused. We pride ourselves on being among the "best of the best" here in Washington and we obviously failed to meet that standard in your case. While I cannot undo what happened while you were our guest, I will do everything I can to make sure a similar situation does not happen again.

Mr. Secretary-General, please know that we truly value the relationship we have built with you and we all hope to have the opportunity to continue to welcome you back to the Willard InterContinental in the future.

Best regards,

Jean-Francois Gatti
General Manager

Can I post this
with 20's trip?
Francis
- gatti