

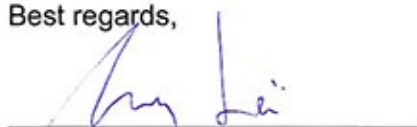
To whom it may concern,

I am writing to appreciate the wonderful trip your company provided during my last Lunar New Year Holiday. I recently joined the tour to Western Europe (EWLC11EX-E) with your company during the Lunar New Year holiday. I would say that was one of my best Lunar New Year I had during my years. I had great expectation before the departure and I was not let down throughout the entire trip which is full of enjoyment and fully catered to the need of mine. Especially, the tourist guide in charge, Terrance Ho.

Terrance Ho is surely one of the best tourist guide I have encountered so far. He is such a friendly and responsible person. He handled every details to the finest manner in order to provide the best service he guaranteed throughout the whole trip. Of course he had over achieved his target and made of us satisfied. He showed his responsibility in one incident during the trip. At the stop in France, we went to Louis Vuitton for shopping. The sales there carelessly double charged my credit card and I did not realized after we left France. I was so worried at that time and Terrance did comfort me at that time and promised he would take care of that for me. With his comfort, the rest of the trip was not ruined by that incident. During the next two stops, Terrance still tried his best to communicate with that sales and updated me with the latest status. I was told the overcharged amounts would be rebated to me when I was back to Hong Kong. After I returned, the rebate still did not show in my credit card and Terrance helped me to trace the records. Terrance updated me it would take two more days for the rebate as it was during the Lunar New Year Holiday. Finally, my amounts were well received and I called Terrance at once to express my gratitude towards his works done for me. Not to mentioned he turned the trash bin upside down just to retrieve my 'lost' mobile, but turned out to be dropped in my shopping bag during the lunch.

I am so happy and grateful having Terrance Ho to be our tourist guide. I cannot imagine without Terrance in that incident as I am sure I would not be able to handle that by my own. Terrance Ho is a valuable talents your company has and I am sure your company are full of staffs like Terrance. He was fully prepared before the trip and showed excellent knowledge in the field of history at all spots. He delivered the details of spots in entertaining manner, so I was not bored during his presentation. I am sure when I plan another vocation overseas, your company Sunflower, would be second to none at my wish list. I am looking forward to the next trip with your company in the touchable future and I will introduced to all my friends and my family of your company, to them of your company wonderful tour service. I will not forget this wonderful trip co-served by Terrance Ho.

Best regards,



Amy Lei