



January 10, 2012

Dear Elaine,

On behalf of the Board of Director's and the CFCA membership, it is a true honor and privilege to congratulate you as the 2011 Concierge of the Year.

The nomination read as follows:

*Often a person is considered a leader simply by a position they might hold. However, a true leader is a person of **influence**. This year's Concierge of the Year has influenced many of us with her positive attitude, energy and outgoing personality. She has been an active member of CFCA for several years now and has served on two annual gala committees as well as helped with this year's annual conference.*

*At her hotel, she always takes great pride in her work. She does whatever is necessary to assure her guests' experiences are perfect. If you visit her property you will be greeted with a wonderful smile and a big hug. Her charm, knowledge, career passion set an example of what a great concierge is!*

*This year's Concierge of the Year, is Elaine Driscoll of the Westin Imagine Orlando.*

Once again, I congratulate you and applaud you on this well-deserved recognition and achievement.

Sincerely,

Hameed Jasat  
Guest Services Manager  
The Peabody Orlando  
Central Florida Concierge Association President  
2011 Florida Concierge Conference Planning Committee