

CUSTOMER SERVICE EXCELLENCE

Monday 2nd August, 2010

Dear Saif,

Congratulations on receiving the **Hoyts Operations Systems Training** Customer Service Excellence award.

Customer Service Excellence is awarded to team members who go above and beyond service excellence and is the highest ranking recognition in our customer service program. You are being presented with this award in recognition of your outstanding commitment to Hoyts with a particular mention to your dedication to training and your commitment to improving the Food & Beverage Retail spend at Hoyts Chadstone.

I am pleased to issue you with a HOST Platinum pin which represents Service Excellence. I trust you will wear this with pride as a symbol of your accomplishments at Hoyts.

Once again, I thank you for the tremendous job you have done to date and I look forward to your continued contributions to the success of our business in the future.

Yours sincerely,



Frank Perikleous
Director, Programming & Operations - Australia and New Zealand
The Hoyts Corporation Pty Ltd.

