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October 10, 2008

To  
Advantage Management Software  
Hotel Software Systems  
7929 SW Burns Way Suite B  
Wilsonville  
Oregon 97070

Dear HSS staff,

I have been using HSS hotel software for many years. We converted back to your Stand Alone HSS Front Clerk license after we left the Cendant franchise. I feel the software has been working well and fully addresses all our property needs. I am lucky I stayed with your software and did not transition to another PMS. **I saved all my historical guest data and didn't have to pay for a new system, new installation and re-training all my staff.**

Now, as an independent hotel owner I have weighed many other franchise options with HSS continuing to serve us through the transition to independent ownership. **As an independent, you told me your new Web Reservations will soon be released and will allow my Hotel Website to take reservations directly to the HSS software— that will definitely help.** I know I can also list with websites like Travel Click and get GDS emails for reservations as well.

Just recently I requested a change in your software. I learned that the very change I wanted had already been incorporated into the next release that I hadn't received from Cendant/Wyndham folks. I am pleased to know that as a regular support customer this release will be out to me shortly and your team will help me **keep my software up to date and make my hotel more profitable with more guests.** I am looking forward to your upcoming Web Site interface release.

Thanking you,

Yours truly,

  
Harin Patel

For Country Hearth Inn and Suites