

October 1, 2010

Mr. Glen Paine
Executive Director
Maritime Institute of Technology and Graduate Studies
692 Maritime Blvd
Linthicum, MD 21090-1952

*Compelled by the love
of Christ and sustained
by community, we devote
our lives to proclaiming
the Gospel through
ministries of mercy and
servant leadership.*

Dear Mr. Payne,

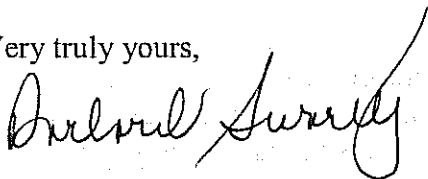
This past week, the Conference Center at the Maritime Institute was host to three meetings of members of the Deaconess Community of the Evangelical Lutheran Church in America. These meetings included the Deaconess Assembly (Group #15175); our Committee on Community Life (Group #16121); and our Committee on Vocation and Education (Group #16131). Our conference manager was John Krikorian.

On behalf of this community, we want you to know how pleased we were with all aspects of our meeting experience. John's attention to detail began from the moment Deena Sanders handed off the first completed contract several months ago. We found that no question or request seemed too trivial or complicated to be accommodated graciously and cheerfully. Moreover, it was clear that a culture of professionalism and service excellence exists throughout your organization, from the top down and from the bottom up.

Please accept our thanks for creating and sustaining a setting in which we could both do business and relax. You should know that our participant feedback gave the Maritime Institute consistently favorable ratings for its guest rooms, meeting spaces, and not surprisingly, meal service.

I hope we have the opportunity to schedule a meeting at the Maritime Institute in the future. We will certainly recommend it to other groups within our church body who make plans to meet in Baltimore.

Very truly yours,



Barbara A. Swartling
Executive Director