

KAUFMAN BROAD

February 22, 2000

Stanley R. Miller
Thomas F. Bicanic
Knickerbocker Mansion
Country Inn
869 Knickerbocker Road
P.O. Box 1907
Big Bear Lake, CA 92315

Stan and Thomas,

I would like to take a moment to formally thank you for the time you took to help organize the Weekend Getaway, last weekend, for our Kaufman & Broad employees and their guests.

Our group could not say enough of what great time they had. The rooms and service were incredible. Several of them have mentioned the fact of going back on their own. Thomas, the meals you prepared us were fantastic. We definitely had enough to eat and do not skimp on your portions. **Hats off to the Chef!!**

I would also like to acknowledge Nancy. She made everyone feel at home and was very efficient. She was always there to see what we needed with a great smile on her face.

Please extend my gratitude to Peter at the Vintage Restaurant for his outstanding service and wonderful dinner he and his staff provided us. Even though they were very busy that evening, they took the time to make us feel welcome.

As a Customer Service Coordinator for Kaufman & Broad, I make sure that our Customer Service Representatives give outstanding service to our New Homeowners. I wished all homeowners would take the time to let us know how we are servicing them.

Again, I thank you for all your great service and hope to go back soon.

Sincerely,



M. Dolores Castro-Sanchez
Customer Service Coordinator
Kaufman & Broad Coastal, Inc.