

Mr Neil Newman  
Manager Business Development  
Rumba Resort

Dear Neil

On behalf of the Rotary Club of Caloundra Pacific thank you most sincerely for the helpful and professional way you supported the Club in the lead up to and during our recent ArtCoast event held in the Rumba Room April 8-12th, 2010.

Our aim through ArtCoast was to support the Sunshine Coast Community Hospice and we certainly achieved a great result through sales of paintings and attendances both at the launch and over the weekend.

Your willingness to oblige and answer all our questions and concerns was most refreshing. Our ArtCoast event was most successful and we have had great feedback about the venue from the public and the art community too and so it is likely we will be holding another ArtCoast event next year and we will be in touch with you as soon as the incoming Board has had a chance to review this years event and approve of the continuance of ArtCoast next year.

Neil, you are a true professional and one the Rumba Board can be proud of in leading Rumba to be a focal point for wonderful accomodation and functions in what we know is paradise here in Caloundra.

Yours sincerely



Marilyn Harris

President Rotary Club of Caloundra Pacific

April 19th 2010.

To : The Board of Rumba Resort.

On behalf of the Rotary Club of Caloundra Pacific we wanted to thank the Rumba Resort for the excellent venue and for the very helpful and professional way we were supported by Manager/ Business Development Neil Newman in the lead up to and during our recent ArtCoast event which was very successful.

We have had great feedback about ArtCoast from the public and the art community too and so it is likely we will be holding another ArtCoast event next year.

Our aim through ArtCoast was to support the Sunshine Coast Community Hospice and we certainly achieved a great result.

Neil is a very pleasant , professional manger and his service exceeded our expectations. He is a wonderful asset to such a prestige venue as Rumba. Neil's willingness to oblige and answer all our questions and concerns was most refreshing.

In our opinion the Board of Rumba can be confident of Neils management from a customer point of view. Rumba is a wonderful asset to have in our paradise we call Caloundra.

Yours sincerely

Marilyn Harris

President Rotary Club of Caloundra Pacific

April 19th 2010.

Dear Neil

Well we have well and truly settled after the birthday celebrations on 23 January. We all had a fabulous evening and thanks to you, and the wonderful staff at Rumba Resort, the event went smoothly. It has been a pleasure dealing with you and we look forward to visiting Rumba again very soon. I miss Rumba!!!

The guests who stayed in house for the event, had the best time at Rumba, and I am sure they will return when they can. In future, I will have no hesitation in recommending our friends and colleagues to the Resort. Caloundra's Bulcock Beach has a new 'in' place to stay!

Hope to see you again soon.

Regards

Denise and Robert Dean

# Caloundra

CALOUNDRA TOURISM INC

4<sup>th</sup> June 2010

Mr Neil Newman  
Business Development Manager  
Rumba Beach Resort & Spa  
The Esplanade, Bulcock Beach  
Caloundra QLD 4551

Dear Neil,

Just a short note to thank you for all your help organizing the Caloundra Tourism Special General Meeting on Wednesday 2<sup>nd</sup> June at Rumba Resort.

There were a few people that came to the meeting that had not seen Rumba Resort so it was great for them to see the high quality facilities of the Rumba Room along with the ambience of the Resort itself.

Thank you also for organizing the tea & coffee, canapés and bar tab. The post meeting networking at the Pool Bar was perfect for the amount of people we had and we especially loved your new heaters.

We did publicly thank Rumba Resort at the meeting for providing the Rumba Room at no cost.

Thanks again for all of your support.

Yours sincerely



Leanne Layfield  
Executive Officer



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SUNSHINE COAST  QUEENSLAND  AUSTRALIA

**From:** Beth Dodson [mailto:elizabeth.dodson@bigpond.com]  
**Sent:** Wednesday, 26 May 2010 12:07 PM  
**To:** Neil Newman  
**Subject:** Thank You

Hi Neil

We just wanted to say thank you for helping to organise and prepare our Wedding day. Both Kell and I had a fantastic time at the resort and we are looking forward to our return visit. Please pass on our thank you to the awesome staff that worked the night, Dave was fantastic as was the food that he and his team prepared for the evening. Kit was also wonderful on the bar and did a great job with helping serve the never ending supply of random requests. Your team helped contribute to what will be a very rememberable day for all of our guests. They along with us were very very happy with the facilities offered by the hotel and we will be more than happy to recommend your team to anyone for both functions and a place to stay.

Anyway, thank you for a fantastic day once again.

Regards

Beth

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**Rebecca Davis**  
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11<sup>th</sup> December 2009

The Manager - Functions  
The Rumba Resort  
10 Leeding Terrace,  
Caloundra Qld 4551

**Re: The outstanding service by your staff – particularly waitress Kate**

Dear Sir/Madam/Ms

I attended a work Christmas function at your resort on Saturday 21<sup>st</sup> November and I would like to pass on my greatest praise for the staff who attended our function, particularly a waitress by the name of Kate.

She was friendly and smiling the entire night and her service was exceptional as she worked her way around to everyone with food and refreshments. She went that extra step by making sure to call every attendee by name and made everyone feel very well looked after.

I commend you on your choice of function staff. It made for a wonderful night for myself and all of my colleagues.

Please feel free to pass my thanks onto the staff attending to us on the night as well. Please make special thanks on my behalf to Kate who was exceptional in her service to us.

Kind Regards,

**Rebecca Davis**  
**Assistant Relationship Manager**  
ANZ Business Bank  
Maroochydore Business Centre