



October 25, 2013

Mr. Daniel Hostettler
Managing Director
Ocean House
1 Bluff Avenue
Watch Hill, Rhode Island 02891

Dear Mr. Hostettler:

Congratulations to you and your staff for retaining the coveted Five Diamond Rating! This achievement ranks the Ocean House as a premier establishment esteemed by our professional inspectors, the hospitality industry, and over 54 million AAA/CAA members. Fewer than one-half percent of the more than 30,000 properties Approved by AAA achieve this prestigious distinction!

We are proud to acknowledge the Ocean House as one of North America's most luxurious accommodations. Your continued Five Diamond Rating resulted from our most recent evaluation and will soon be reflected in AAA's digital media and print travel publications – specifically in an upcoming edition of the *Connecticut, Massachusetts & Rhode Island TourBook*® guide. Enclosed please find information pertaining to specific items noted during the recent AAA assessment. We hope you will find this helpful in maintaining an ongoing high level of guest satisfaction. If you have any questions regarding these findings, please feel free to contact us.

Travelers can now access your valuable information online and on the go. On AAA.com, searchable listings are accessible through the Travel Guides and TripTik® Travel Planner. Travelers with smartphones can use the free AAA Mobile Web or AAA TripTik Mobile app to find nearby businesses using GPS technology. At AAA.com/ebooks, members can download free eTourBook guides for use on their ereaders and smartphones.

On behalf of all of us at AAA, I extend my best wishes for continued success and thank you for your support of AAA/CAA programs and services.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Petrone".

Michael Petrone, CEC
Director, Tourism Information Development
AAA Publishing

cc: Mr. David Raposa – Director, Public Affairs, AAA Southern New England
Mr. Mark A. Shaw – President/CEO, AAA Southern New England

PS: Your listing in the TourBook® guide and on AAA.com will present your property name exactly as noted above – if any corrections are needed, please advise us (in writing) as soon as possible.

1000 AAA DRIVE
HEATHROW, FLORIDA 32746-5063



Five Diamond Review Committee Summary

Date: October 25, 2013

Prepared for: Ocean House – Watch Hill, RI

The overall level of hospitality experienced during our visit to the Ocean House did not meet minimum Five Diamond expectations. Per the attached *AAA Hospitality Evaluation* report, the 245 points achieved is well below the minimum 268 point level required for a Five Diamond Rating.

The AAA Five Diamond Committee is concerned about the potential impact to the property rating if the service issues we experienced are not addressed. Please be advised that if the results of our next hospitality assessment fall below the minimum 268 point level, we will adjust the overall rating for the Ocean House to Four Diamonds. We strongly urge your leadership team to take the appropriate steps to restore the exceptional overall hospitality experience expected at a Five Diamond establishment.

We hope that you find this information beneficial, and we wish you and your staff the best of success in your endeavors.