

# LATHROP & GAGE<sub>LLP</sub>

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February 7, 2013

Mr. Steven M. Seggerman, CPA, MBA  
Chief Executive Officer  
Bishop Spencer Place  
4301 Madison Avenue  
Kansas City, MO 64111

Re: Sarah Lavy

Dear Mr. Seggerman:

I wish to call your attention to a particularly outstanding service rendered to me and my family recently relating to the memorial service reception for my wife, Joy Godbehere Bates, and a family dinner held in the Westport Room at Bishop Spencer after that service, all on January 12, 2013.

After considering other possible locations including Mission Hills Country Club, the Carriage Club, and the River Club, I decided to discuss with Sarah Lavy the possibility of having her group handle the reception at Central United Methodist Church following the memorial service for Joy Godbehere Bates. She responded very quickly and pleasantly and we settled on arrangements. She met with me and the minister at the church to make sure that all was under control two days prior to the service. The food and the set-up and handling by Sarah, who was personally present, along with a couple members of her staff, was all handled in excellent fashion. I received many compliments from those who attended.

Additionally, having made the decision to have her handle the reception, I made inquiry about having a dinner for family members in the Westport Room at Bishop Spencer Place later in the same evening. She again responded with very helpful suggestions and handled all of those arrangements. The food and the service were both excellent. I received numerous compliments from out of town family members with respect to the occasion.

Perhaps, because of the excellence with which Sarah and her staff handle the regular food service at Bishop Spencer Place, the fact that everything went so well is not

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a surprise to you, but I felt it of some importance to confirm what a fine job she did and how helpful and pleasant it was to work with her.

Yours truly,

A handwritten signature in black ink that reads "W.H. Bates". The signature is written in a cursive style with a large, prominent "W" and "B".

W.H. Bates

WHB/raf

cc: Sarah Lavy, Director of Food Services  
Bishop Spencer Place  
4301 Madison Avenue  
Kansas City, MO 64111