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MAY 13 2004
FOXCOR INC

May 10, 2004

John Fox
FoxCor, Inc.
9712 West Markham
Little Rock, AR 72205

Re Gaylord Texan Hotel Project

First of all, please allow me to offer sincere congratulations on the completion of the Gaylord Texan project. You and your staff can be truly proud of being an integral part of such a prestigious facility. The Gaylord Texan project is by far the largest and most complex facility ever undertaken in the City of Grapevine. However, as impressive as this building is, I am writing this letter to tell you how impressed I am with the people you have entrusted to make it happen. In my 17 years of building department administration, I have never written a letter like this to a project management firm, so I hope you can appreciate the sincerity in which it is written. I also fully understand that I am not telling you anything you don't already know, but please indulge me.

Foxcor was brought into this project well after it started, which I'm sure put your staff under considerable stress. However, everyone in your company that worked with us was professional, courteous and cooperative at all times. I worked closely with Tom Williams, Roger Risk, Glenn Bedford, Brian Rancourt, Jim Cox, Sherry Rodgers, and others. I can't begin to tell you how impressed I was with their professionalism and interpersonal skills.

All of these people have difficult jobs. They must work closely with members of many different entities to make everything flow smoothly together. They did this with amazing skill. I was truly impressed with the way in which these employees wore many different hats, and worked to coordinate issues between the design, construction, ownership and City of Grapevine teams. They were able to not only make everything work, but were able to do so in a very professional, diplomatic and amicable manner.

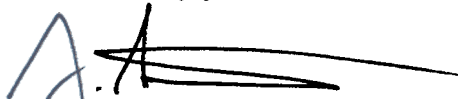
The member of your team that I worked closest with was Glenn Bedford. Mr. Bedford was an excellent liaison between me and the various other teams working on this project. While I am fully aware that your company is employed by the owner, Glenn always cooperated fully with me and other City of Grapevine personnel to ensure that the final product was a win-win situation for all entities



involved. Mr. Bedford was always conscientious of code and ordinance requirements, and was instrumental in accomplishing code and ordinance compliance while giving the owner the best value for his money, ensuring that the architects design intent was achieved, and coordinating construction with the various contractors involved. I don't think that anyone could ask for any better commendation for a member of a project management team than this. It should also be noted that Glenn was instrumental in achieving implementation of many alternate materials and methods in this project, which again satisfied all parties involved while maintaining cost efficiency for the owner. As previously mentioned, I worked with many members of your team, and all of them were truly outstanding people, but since I worked closest with Glenn, I felt that you should be told how much I was impressed by him.

Again, Mr. Fox, congratulations. It has truly been a pleasure working with your team. With the people you have chosen to represent your company, I have no doubt that you will only continue to be successful. I hope that I can have the privilege of working with your team in the future, but if not, I will always remember and relish the time I spent with them.

Respectfully yours,

A handwritten signature in black ink, appearing to read 'J. Scott Williams', with a long horizontal flourish extending to the right.

J. Scott Williams
Assistant Director/
Building Official