



VIENNA INTERNATIONAL CENTRE, P.O. BOX 500, A - 1400 VIENNA, AUSTRIA
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**Eighth United Nations Conference on the Standardization
of Geographical Names**
Berlin, 27 August - 5 September 2002

Dear Mr. Rosenkranz,

You were the IT Specialist assigned by the your **Company ESTENSIS**, which provided the PCs, printers, beamers, etc... to installing all this equipment, operating some of it and to be on duty for long hours, in preparation for and during the 8th UN Conference on the Standardization of Geographical Names from 26 August to 6 September 2002, in Berlin.

At the closing of the Conference, I would like to express to you, in my own name as well as on behalf of my colleagues from the UN Secretariat, my sincere thanks for your hard work and dedication to facilitating our work. This international work environment was new to you and you demonstrated sensitivity for the cultural and ethnical diversity of the Conference participants and the UN staff. Your sense of initiative, reliability and courtesy were appreciated by delegates and by your United Nations colleagues. Not only did you keep your company's equipment in excellent working condition at all times by solving small problems immediately but you were always ready and willing to go beyond the call of duty by providing advice and assistance in respect of other equipment, such as the Registration equipment of the UN office in Vienna. Without your support we could not have successfully met the many challenges of efficiently servicing this conference.

With my renewed thanks and all good wishes for your future,

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'L. Waldheim-Natural', written in a cursive style.

Liselotte Waldheim-Natural
Conference Services Coordinator
and
Security Liaison Officer

Mr. Oliver Rosenkranz
ESTENSIS
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