

## From the Desk of the Chancellor, March 26, 2012

Recently, the staff of the University Place Conference Center and Hotel received special praise for their "Service with Distinction" from the New England Patriots organization, whose players and other employees stayed there Super Bowl week. In a letter to General Manager Tom Carpucci, Matt Caracciolo, the New England Patriots' director of football operations, writes:

"There is no question an event of this magnitude can be an overwhelming task. It took a considerable amount of meeting, planning and creative problem solving to accommodate all of the team's needs. The level of commitment to the preparations and facilitation everyone on the staff offered was outstanding. Regardless of the request I was never told no. Every answer was 'yes' or 'we'll figure out a way to make it to work.' Without question that is the biggest factor in establishing the foundation for a successful trip."

Matt Caracciolo concludes by saying, "During my seven years with the Patriots I have participated in two Super Bowls and the 2009 International Series game in London. These three events require the most attention, detail and collaborative effort of any event the NFL hosts. Hands down my experience at the University Place Hotel for Super Bowl XLVI was the most efficiently operated event I have participated in. The University's senior management should feel very proud of their staff for the customer service, attention to detail and presentation."

Indeed, we are very proud of all the staff who gave our visitors such a favorable impression of our campus. My congratulations and thanks to you all!

For a playful video tribute from the Patriots organization to the University Place Conference Center staff, click [here](#).

Comments? Write [chancllr@iupui.edu](mailto:chancllr@iupui.edu).



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