

Dear Gary,

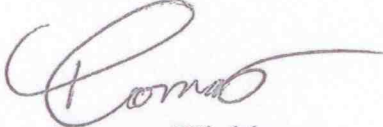
On behalf of staff, along with myself, we wanted to express our sincere appreciation and thanks for the high quality job that you and your team executed during sprinkler break and subsequent water damage that occurred at our property.

Your team was very quick to respond to our early morning call for help. I was very surprised that we were able to connect with a "live person" at 4:30am as this is not something that would be encountered by most vendors we work with.

While onsite, your associates were very professional, thorough and really exemplified the same spirit of "taking care of the guest" that we live each day. While they were diligent in working to mitigate the damages, they never lost sight of the most important goal, ensuring the guests were never impacted by the work that was being done. I can not express how this made our job of taking care of the guests a much easier process during a very stressful situation.

Again, thank you for being a consummate professional and please pass my thanks along to everyone on your team!!

Sincerely,



Thomas Winkler
General Manager

