

Tweeter

July 6, 2006

To: Jack Solloway
Soil-A-Way Cleaning Services
From: Michael Lomonte
General Sales Manager
Tweeter Salem, NH 03079

Re: Letter of praise

Jack,

I wanted to take a moment to write in regard to the services you and your company performed at our store following the "Mother of All Floods" we experienced this past Mother's Day. I have contracted your company several times in the past six years that I have been the manager of the store. On each occasion, after the Spicket River moved in to our stock and installation area, you and your company have been responsive, professional and efficient in working with us to restore our work area to its proper condition. Your crews' attention to detail, willingness to take direction and trustworthiness have been the reasons why I call on your company each time we are in need of your services. You personally take charge, stay within time frames and quotes and show a personal caring touch that makes what should otherwise be an unpleasant occasion, bearable. It is this kind of responsiveness on your part (and your employees) that has allowed us to conduct our business with minimal, if any, interruption.

This year, as you know, the flooding was historical in its proportions. We had nearly SIX FEET of water in our work area. The size and scope of the clean up process was a daunting one. You were quick to contact me, we worked out a plan together, and once I was ready to "flip the switch" and get rolling on the project, you and your team were right there, on the spot, working alongside me and my team to blast through this massive undertaking. While not surprised by this (due to our past association), I was once again, impressed.

I would not hesitate to recommend you or your company for anyone's clean up needs. In fact, I have given Soil-A-Way the highest recommendation to our Vice President for real estate nationwide (over 150 stores), should we have a need for the types of service your company provides. Over the years, you and your staff have done a great job for Tweeter here in Salem, NH. Please pass my thanks and commendation to all who were involved in our clean up.

I can be contacted at 603-893-8100 (Tweeter store) or at 603-674-9950 (personal cell), should any of your clients or potential clients have questions about this recommendation.


Mike