



January 20, 2009

To Whom It May Concern:

Service Master Commercial Cleaning, under the direction of Mr. Gale Thompson, has been providing commercial custodial and cleaning services for the Roanoke Higher Education Center (RHEC) since February 1, 2007.

Mr. Thompson has demonstrated a solid commitment to the RHEC through:

1. Handling custodial turnover with great resolve
2. Building a consistent, reliable work force
3. Providing necessary training for his employees
4. Responding to emergencies in a reliably efficient manner

In my opinion, the most difficult role for a custodial contractor is to field a competent and reliable workforce. I have worked with Mr. Thompson through such issues. His communication and work ethic are to be recognized and commended. He is a solid business owner that understands both deliveries of services while protecting his bottom line.

Because of my interactions and experience with Mr. Thompson as our contractor, I recommend Service Master Commercial Cleaning for commercial custodial and cleaning services.

Sincerely,

A handwritten signature in black ink, appearing to read 'Bobby Williamson', is written over a faint, larger version of the same signature.

Bobby Williamson, MBA

Director of Operations