



Wilshire Marquis

10535 Wilshire Blvd., Los Angeles, CA 90024
(213) 470-2713

May 17, 1999

Royal Care Services, Inc.
18066 Ventura Boulevard, 2nd floor
Encino, California 91316

Attention: Don Harari

Dear Don,

After using your services, I feel it is time for me to thank you for the wonderful work you did on our marble floors.

You really changed the image of the lobby by restoring the floor to a shiny, crisp and brand new looking marble!

We would like to use your services again and know how important it is to maintain the marble floor on a monthly basis to put off a huge restoration cost, and to use the right maintenance products daily.

Thanks for the wonderful services you provided us!

Most sincerely,

Anteneh Tsegaye
Property Manager
The Wilshire Marquis