



February 18, 1998.

Royal Care Services  
18356 Oxnard Street,  
#1, Tarzana,  
CA 91356

Dear Gabrielle,

I would like to take this opportunity to thank you for your wonderful service provided to our hotel last December and January this year.

You really keep a personal touch and stay on top of whatever our needs might be. Our Accounting Department is impressed with your thoroughness and understanding.

Don, your owner, is at the job site to make sure all works are done accordingly. He even came in during late night hours with his wife who is fluent in Spanish to help train our graveyard shift staff on how to use some of the marble maintenance products.

As a result, the appearance of our marble surfaces has improved tremendously and I am most grateful for the advice as well as for the quality of Chemstone Products you offer.

I would certainly recommend to have your company do annual surface maintenance on our marble counter and floor in our suites.

Again, thank you for your professional help in restoring our marble surfaces to their original beauty.

Sincerely,

A handwritten signature in blue ink, appearing to read "Pat Chui".

Pat Chui  
Executive Housekeeper