

R.G.B. Construction Co.

March 6, 1998

*Royal Care Services, Inc.
18356 Oxnard Street, Unit 1
Tarzana, California 91356*

Attention: Don Harari

Dear Mr. Harari,

I would like to take this as an opportunity to thank you for all the extra efforts and outstanding service we received when your company performed restoration for the Smith residence in Beverly Hills.

Since we all thought that the floor needed to be replaced due to the extremely bad condition of the stone, the homeowner was thrilled by the fact that your company was able to restore the floor to a brand new look.

They really appreciated the extra time you spent and was very content with the successful results and how miraculously clean the grout became! On top of all this we saved a lot of time and expenses.

Since the homeowner wants to keep the excellent condition of the floor, she asked me to find out how often she needs to be on your maintenance program. Please contact me with the information.

Sincerely,


Elij Sitty