



October 12, 2008

Dear Dana,

I am writing to express my extreme satisfaction with your company, Aqua Systems. Throughout the whole process of initial talks to installation to biweekly service, your staff has been professional and receptive.

Michael Ambrose is a pleasure to work with. With his experience in the hotel industry he understands housekeeping and laundry from an operational standpoint and not just chemicals. Michael backs up what he says he is going to do and has great follow through and follow up skills.

During the installation his team was very accommodating in their set up. When I requested something a certain way they immediately implemented my idea and ensured I was satisfied with the result. Carlos addressed all of the housekeepers at consecutive morning meetings and explained each chemical, what it is used for and how to use it. They took time to speak with individuals throughout the day in housekeeping and laundry to make sure the chemicals were at the desired strength and being used properly. They made the necessary adjustments right away.

The semimonthly service is great. Michael does in depth readings of the washer programs to ensure everything is running correctly and informs me of his findings. He always checks on my inventory of chemicals and calls on the weeks he is not coming down to check and make sure everything is running smoothly. In my 11+ years in the hotel industry I have never had this type of service.

I would recommend Aqua Systems to anyone working in housekeeping or laundry. Please feel free to have any potential clients contact me.

Yours in hospitality,

A handwritten signature in black ink, appearing to read "Andrew A. Cooper".

Andrew A. Cooper
Executive Housekeeper
Fairmont Newport Beach

