



May 17th, 2004

Dear Carol:

I have been a satisfied customer of Ceiling Pro for several years. I first used them when I was the general manager of one unit for Wendy's International, Inc and I now use their services in all six of my units. I have had them complete work which included cleaning ceilings, cleaning vents, cleaning walls and shining stainless steel surfaces.

I have always been satisfied with the service from the phone contacts by you, to the visit to measure and estimate the job, to the professional manner of the crew who came to complete the job, to the follow up call Carol makes the next day! Carol also keeps a schedule to follow up with us throughout the year to see if there is any service that Ceiling Pro can provide. This is appreciated as well!

Ceiling Pro has always done a great job (even on very short notice on occasion) and I highly recommend their services!!

A handwritten signature in blue ink that reads "Ann Herbert". The signature is fluid and cursive, with a long horizontal stroke at the end.

Ann Herbert
District Manager
Wendy's International, Inc.