



March 20, 2012

Ms. Hanah Yoo, Vice President
Unique Building Maintenance, Inc.
4405 International Blvd., Suite B-119
Norcross, GA 30093

Re: **Cleaning for St. Christopher's School**

Dear Hanah,

I want to express my sincere thanks to you and to the Richmond staff of Unique Building Maintenance for the great support which has been provided to St. Christopher's School since our move to your firm in December 2011. As you know, our campus is comprised of a significant number buildings having various needs and the UBM staff has done a very nice job of learning the specific needs of these facilities and supporting the needs of our faculty, staff and student population in an excellent manner. Cleaning can be a very challenging process and your team has performed well – resulting in many good reviews from those in the “field”.

Specifically, I want to mention your effective ongoing communication using your Service VA process. The combination of these daily e-mail reports and the responsiveness of both your office and day-porter staff insure that, when ongoing issues do arise, they are dealt with in a prompt and efficient manner.

Please feel free to share these comments with any of your other clients or perspective clients as you deem appropriate. Thanks again for relationship and for your support to St. Christopher's School.

Sincerely,

David S. Reynolds
Business Manager

cc: Jim Bowman, UBM Branch Manager – Richmond
Mike Jackson, St. Christopher's School, Manager of Facilities and Real Estate