

# RAT & PARROT

ServiceMaster CS Northampton  
Dale House,  
Smeeton Road,  
Saddington  
Leics  
LE80QT

9 November 2004

Dear Paul

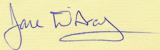
I would like to express my satisfaction with the cleaning service provided by ServiceMaster.

Since ServiceMaster took over my cleaning contract, the standard of cleanliness has been raised considerably. My old, worn wooden floor now looks brand new and shines like a conker! Overall my pub looks much better than it did under the attentions of our previous cleaning contractors.

The cleaning team, and in particular, the Contract manager (Pat), go over and above our expectations to ensure that everything on the contract is adhered to and that all their obligations are fulfilled.

I rate ServiceMaster as A1 and would recommend them to anyone considering taking on a cleaning company.

Yours sincerely



Jane Darcy  
Manager