

ServiceMASTER,  
Dale House,  
Smeeton Road,  
Saddington,  
Leicestershire LE8 0QT.

22<sup>nd</sup> November 2007.

### **Reference**

We engaged this firm in March 07 having experienced quite serious shortcomings in service quality from several cleaning firms in recent years. A key factor in our decision to engage ServiceMASTER was the importance that they attach to the overall supervision of each of their 'jobs'. I am very pleased to confirm that when minor issues have arisen, which I accept they are bound to do, they have been attended to immediately and resolved very quickly. There is a real determination amongst all members of staff that I have dealt with to maintain high standards and thereby the reputation of ServiceMASTER generally. There seems to be very good 'team spirit' at ServiceMASTER which is always a good sign.

Sara Richards.  
Practice Manager.