



**Jones-Harrison Residence**

3700 CEDAR LAKE AVENUE  
MINNEAPOLIS, MN 55416

Ronald Carlson  
Director of Environmental Services

April 6, 1997

Ceiling Pro  
Marge Swanson  
7456 Washington Ave. S.  
Eden Prairie, MN 55344

Dear Marge,

I wanted to let you know how much we appreciate the nice job your company did with the kitchen ceiling and light fixtures in our nursing home. The present director of dietary was not here when you were out and demonstrated on one tile, so when I explained to her that I was going to pay a company to clean their ceiling, her first comment was, "Why?". I explained to her that I felt the ceiling needed attention and I wanted to have it done some time before the (unannounced) health department inspection.

The technicians that did the work were here when they said they'd be, they accomplished the job exactly as promised, and they took care of covering everything in the kitchen. The next morning when I came to work, I was greeted with one of the sincerest "thank you" responses I've ever received (and it came from the director of dietary who initially questioned whether it needed to be done). After looking at the ceiling myself, all I could think of was congratulating myself for hiring Ceiling Pro.

Thanks again for a job well done.

Sincerely,

Ronald L. Carlson  
Director of Environmental Services

January 12, 2006

To Whom It May Concern:

Re: Ceiling Pro International

As the director of a 175,000 square foot, long term care and assisted living campus, I have utilized many different services over the years. Obviously, there are considerable differences in the quality of service or value that each vendor can offer. We have used Ceiling Pro for the last 8 years.

We try to maintain our ceilings, but it is just impossible, between staffing shortages, things getting on them that shouldn't, and all the other obstacles that are in the way. Ceiling Pro is our opportunity to catch up and to have the ceilings look like new again. They have always been here on time, have always done the work as promised and have always showed considerable interest in the customers level of satisfaction. They always have given us a reminder before the scheduled service and I have always gotten a call the following morning from the account specialist to make certain the results were at least what we expected.

Additionally, we always get a follow up "thank you" card, again reinforcing their commitment to the customer. In this day and age, a company with this kind of work ethic and level of professionalism is increasingly more difficult to find. I've yet to hear an excuse from them about anything because everything has always been done right the first time.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald L. Carlson". The signature is fluid and cursive, with the first name "Ronald" being the most prominent part.

Ronald L. Carlson  
Director of Physical Plant  
163 bed long term care and 57 assisted living apartments