



Carolina First Bank
201 Wren Drive
Hendersonville, NC 28792
www.carolinafirst.com

November 12, 2009

To Whom It May Concern:

Horace Adell of Clean Streak started as a Carolina First Bank janitorial vendor for Western North Carolina on June 1, 2006. Currently, he is the vendor for twenty two of our Western North Carolina locations. During that time, Horace has consistently performed his cleaning duties in accordance with his contractual obligations in a completely satisfactory manner.

Horace has always been professional in his relationship with our bank as well as taking the initiative to frequently communicate with our branch staff to insure they are satisfied with his service. In this regard, he has instituted a periodic email communication protocol with our branch managers along with personal visits in order to obtain constant feedback from his customers regarding any cleaning issues.

When problems do arise, Horace is always immediately available by cell phone, as well as email, and makes any necessary corrections immediately with follow up confirmation to our facilities staff.

Horace has a high caliber staff of long term employees that he trains and actively supervises on a continual basis. He spends sufficient time with his new employees to insure they are properly trained which pays off in a very low complaint to hours worked ratio.

Horace takes pride in his business, staff and work ethic. He constantly strives to provide excellent service at a fair price.

It is a pleasure to do business with Horace and I can highly recommend him as a janitorial service provider.

Yours truly,

A handwritten signature in black ink that reads "Bill May".

William May

Corporate Services Specialist