



Engineered Polymer Products (Aerostructures)

Goodrich Corporation

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To Whom It May Concern:

It is with the highest confidence that I recommend Five Star Cleaning Service to your organization. Patricia and her staff have been cleaning our facility for nearly 11 years and it has never looked better.

Like many companies looking to save money, we tried several of the low cost franchise cleaning services and found them to be consistently low performers across the board. They have a great sales technique and can promise superior service but I have found that with an account of our size, they can not man the job with a reliable professional staff for the cost of the contract. Eventually turnover leads to a downward spiral of performance and each replacement has to pick up where the last left off and the cleaning just gets worse.

After several years of dealing with this seemingly endless cycle we asked Five Star to bid on our account. While touring the facility with Patricia and seeing her attention to detail, I was convinced she understood what was needed for Goodrich to present a proper corporate image and couldn't wait for the bidding process to end.

Nearly eleven years later, we are more than pleased with Five Star's ability to deliver what was promised. Patricia is onsite monthly for site inspections and the results are consistently above 98%. Our employee complaints are literally non existent and during a recent visit by an HR Manager from another Goodrich Division in Alabama, I was asked if he could get the name of our cleaning company. This has never happened before.

Sincerely,

Mark Maxwell