

*Dana's*  
Limousine and  
Transportation Services

October 10, 2016

To Whom It May Concern:

I am pleased to write a letter of recommendation for Five Star Cleaning.

Dana's Limousines has used Five Star Cleaning for over ten years now, and we are never disappointed. We have cleaning service on a weekly base and it's always the same crew (Dee and Myra). Dee and Myra are always on time, professional and do a great job. Our business is literally 24/7 so we always have employees working and the ladies politely work around us.

I've called Patricia (the owner) a few times to get additional quotes on services for our office and she is always very professional and responds quickly.

If you are considering Five Star Cleaning, I highly recommend them.

Sincerely,



Shanna Snyder

Dana's Limousines

10220 New Berlin Road, #100

Jacksonville, FL 32226

904-744-3333



**Engineered Polymer Products (Aerostructures)**

**Goodrich Corporation**

6061 Goodrich Boulevard  
Jacksonville, Florida 32226-3409  
Tel: (904) 757-3660  
Fax: (904) 757-7116  
www.aerospace.goodrich.com

October 03, 2016

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 9 1/2 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 eight 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

Safariland, LLC  
13386 International Parkway  
Jacksonville, Florida 32218  
904.741.5400



10/13/2016

Patricia Hamn FIVE STAR CLEANING SERVICE

**RE: Letter of Recommendation**

To Whom It May Concern:

We have been using Five Star Cleaning Service and Patricia Hamn for our janitorial needs for almost 10 years now. We find that their employees do an excellent job. If any problems arise, Patricia is very responsive to our needs and resolves them quickly. They clean approximately 50,000 sq. ft. of office space at our Airport location and another 15,000 at our Faye location including rest rooms. This is done on daily bases/

Prior to Five Star, we had utilized two other companies that did not come close to meeting our expectations. If you are considering their services, we at Safariland highly recommend them. Please feel free to contact me if you have any questions.

Regards,

**Brad Glass**  
**The Safariland Group**  
Manager, Facilities &  
Technical Projects  
13386 International Pkwy  
Jacksonville, FL 32218  
(904) 807-4956 office

[brad.glass@safariland.com](mailto:brad.glass@safariland.com)