



April 25, 2008

To Whom It May Concern:

I am pleased to write this letter of reference and recommendation on behalf of Crothall's Environmental/Housekeeping Services. We are approaching the anniversary date of the 3rd year of our contract with Crothall for the provision of these services. When I was asked to write this letter of recommendation a few years back (close to the end of our first contract year), I expressed that our decision to partner with Crothall resulted in favorable outcomes for our facility, patients, students, families, staff and visitors. Once again, I am happy to be able to repeat the same sentiment two years later. Our satisfaction level with Crothall's work made our decision to renew our contractual relationship for an additional 3 years easy.

What remains impressive is that Crothall continues to have a substantial impact on the cleanliness and appearance of our building. Crothall staff at all levels display a true sense of ownership and pride in their work, and accept accountability for our facility's appearance. Our environment of care and educational settings are kept clean, bright and cheerful. Key to me is not just the original impact; but the sustained performance of the service. Crothall has done a solid job of introducing the systems and structure to keep our facility clean and then assuring that procedures are carried out every day.

The attributes that were initially introduced are still in place (i.e., expertise and a proven track record in Environmental Services; a willingness to understand our mission and the unique needs of our organization; solid corporate and hands on on-site leadership and direction; proven systematic, measurable and standardized approaches and techniques; a commitment to staff orientation, education, and supervision; and ongoing investment in finding ways to strengthen the partnership and improve the level of service). I continue to appreciate the working relationship, flexibility and open communication that has been developed with the department director, his leadership team and Crothall's district and regional managers.

I have no hesitation in recommending their services to you. You can also feel free to contact me at 412-420-2485 in the event that you should have any further questions about our decision making process to choose Crothall to provide this critical service. They are a true partner in helping us to meet the needs of the children and families that we serve.

Sincerely,

Timothy J. Bittner
Vice President of Operations