



August, 16 2004

To Whom It May Concern:

I would like to just take a moment to thank you and your staff for the excellent service you have provided to us. As you will remember, our grease trap used to be a source of constant problems, from regular back-ups to complaints about odors from our customers. We were actually closed down a few times as a result of drainage back-ups into our kitchen.

Since you installed your aeration system, we have had no complaints about odors, and not one drain back-up in our kitchen. Our maintenance costs have been reduced by \$5,660 over the past 12 months as compared with yearly costs over the previous 3 years.

We especially appreciate the polite consideration shown to our staff by George. As you know we have a small but very busy kitchen and George is always helpful and polite.

Sincerely,

Andy McDougall  
General Manager