



Johnson City Country Club

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www.johnsoncitycountryclub.com

April 2, 2010

Mr. Bob Pakrul
Spotless Restoration
Carpet Cleaners and Janitorial Services
206 Dalewood Drive
Johnson City, TN 37601-3827

Dear Mr. Pakrul;

The Johnson City Country Club and Troutdale at JCCC wishes to extend a very special thank you for the **OUTSTANDING** job your company did in cleaning the carpets in our club house.

When JCCC approached Spotless, several club staff members felt that the condition of the carpets were such that it would be a **waste** of money to try and clean them.

After a thorough inspection, you indicated that the carpets were basically in good condition but desperately needed a thorough commercial cleaning. Your statement that Spotless could make the carpets look almost new and your work would be backed up by a *100% satisfaction guarantee* were key factors in the clubs decision to move forward with Spotless.

After Spotless completed the cleaning, the carpets look beautiful. In fact we have had several members make comments about the "new" carpets in our club house.

Your efforts resulted a savings of several thousands of dollars and a significantly improved the appearance of our Five (5)-Star Dining facility.

Thank you again.

Respectfully;

Charlie Oliver, General Manager, Johnson City Country Club
Ben Zandi, Owner Troutdale Kitchens and Director F&B Services Troutdale at JCCC

... a tradition since 1913