

# Baskin **31** Robbins™

*Ice Cream & Yogurt*

October 9

Bill Wohl  
Sure Step

Dear Bill,

We wanted to put in writing how impressed we are with your product and your service. As we explained to you, with the water and other spills, the floor in the service area can get quite slippery. For the safety and well being of our staff, we needed to find a solution to this problem. We have tried a number of other remedies, none of which were found to be suitable. After the application of your product, we feel confident that we finally have a solution to our slippery floor problem.

We have found that with only one treatment not only has our slippage problem has been eliminated, but our floors look newer and cleaner than before. This was an unexpected benefit and is simply amazing.

Your professional service and expertise gives us confidence to recommend you to all of our friends. We appreciate that you left the room clean and tidy and we didn't have to spend our time cleaning up.

Thanks again.

A handwritten signature in cursive script, appearing to read "Janis", written in black ink.

Janis  
Franchisee