



August 16, 2010

Chuck

Regarding: Application of **Sure Step Bath Tub Treatment**

Dear Chuck:

I want to commend you and your staff on the treatment of our bath tubs here at the Marriott. Your team's performance exceeded our expectations and certainly did all in their power to accommodate our needs to continue to serve our guests while treating the tubs.

Each tub you treated is now very much slip resistant and much safer for our guests. The appearance of the tubs did not change, but the slipperiness when wet has been eliminated greatly reducing the chances of a guest slipping in our tubs.

We certainly recommend this treatment on any bath tub that becomes slippery when wet. This treatment reduces slips and falls thus offering increased safety for our guests and less cost to the hotel for medical and legal expenses incurred due to falls in tubs.

Thank you again for your application of Sure Step Bath Tub Treatment to the tubs in our hotel.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Warren", with the initials "J.W." written below it.

J. Warren
Director of Engineering