

# *The Diplomat*

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August 8, 1996

Don Harari  
Royal Care Services, Inc.  
18356 Oxnard Street, Unit #1  
Tarzana, CA 91356

Dear Don,

I have the highest regard for you and your company, Royal Care Services, Inc. You have been maintaining the marble and granite floor at the Diplomat since it was installed in January 1994. With the quarterly maintenance you perform, our floor always looks as beautiful as the day it was installed. I am especially impressed with the difference you made in our black granite. This granite was in our lobby since the building was built in 1983 and had become very worn in the high traffic areas. After your restoration treatment, this granite looks brand new!! The difference is almost unbelievable. I am completely and totally satisfied with the results.

I am equally impressed with you, your commitment to stone maintenance and to your ongoing efforts to continually improve upon the stone maintenance process. You always seem to be ahead of the other stone maintenance companies in the implementation of the latest innovative maintenance processes. I have recommended you to several of the other managers along Wilshire Boulevard and I will continue to do so. You are a true professional and you produce a top quality product. It is a genuine pleasure to do business with you.

Feel free to have any prospective clients call me or visit the Diplomat to see your work. I will gladly tell them of my exceptionally positive experience with you and your company. You are great; keep up the "good work".

Sincerely,



Carole W. Markum  
Building Manager