

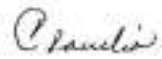
A Letter written by me to Dana Kowalski the Director of Marketing for Arnold Sales of Bay City Michigan.

Dear Dana,

When we started doing business with Arnold Sales we were a small family owned business tucked away in northern Oakland County. We never wanted to be the biggest but we did want to be the best. Nine years later we are still a small family owned business; the only thing that's changed is, we're sitting on the top of the mountain, second to none.

We couldn't have accomplished what we've done without you guiding and directing us. You helped us walk a walk that the other successful businesses walk. You've equipped us, you supplied us and you've advised us. We'd like to thank you Dana from the bottom of our hearts for helping us stay on the top of the mountain.

Sincerely,



Claudia McClerren (tom'scarpetcleaningservices.com)

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Tom and Claudia,

Thank you for the kind words. I'm happy to be of service! Your success though is because you will settle for nothing less than total customer satisfaction, that's what keeps customers coming back and recommending your services to others.

Total customer satisfaction means doing the job right the first time and being a source of expert advice to your clients. Arnold Sales is of the same mentality.

It is truly a pleasure to have customers like Tom's Carpet Cleaning Services!

Thank you!

Dana Kowalski I.C.E – GB Director of Marketing at Arnold Sales