



ServiceMaster Clean by Pletz
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Serving McHenry and Lake Counties for 20 Years

Travis,

March 14th, 2006

Thanks so much for getting us out of the bind with our program locking us out of our computer. I was way impressed by the quickness with which you came by and the speed in your solving our challenge. I was told you'd be by in the next 45 minutes and you came by in less than a half hour. You had me up and running even quicker. The computer you helped us get back into is a critical one. It has our company's Quick Books program on it. It also has our telephone time keeping system called "Express Time". Our 33 employees are out there 7 days per week at any possible time of the day or night. The time keeping system was the one that was critical to get back up and running immediately. I appreciated your professionalism and knowledge in taking care of our situation. It was also interesting to here how your owner Scott started the business by selling old computer programs; I believe you said right out of high school. It has grown tremendously to around 30 employees with your primary area of coverage being Northern Illinois and up to Kenosha Wisconsin.

In any business responsiveness is a necessity to be able to not only compete for clients but to win them and keep them as clients for years. You obviously have done that with me and I intend to use you again.

John Pletz, President
ServiceMaster Clean by Pletz