



Rick Conard
One North Pack Square
Asheville, NC 28801

December 7, 2015

To whom it may concern,

The Biltmore Company just completed a 209 room hotel on the Estate. While building the new Village Hotel, Custom Commercial Cleaning was used throughout the project to maintain a clean and safe work environment. We were very pleased with Sharon Reid and her team as they displayed a strong work ethic and a high level of professionalism.

We are happy with the end result and would work with them again on any future projects we may have.

Sincerely,

A handwritten signature in black ink, appearing to be "R Conard", written in a cursive style.

Rick Conard
Vice President, Attraction Operations
Biltmore Estate
One North Pack Square
Asheville, NC 28801