



November 19, 2012

Best Western Plus Gran Tree
1325 N 7th Ave
Bozeman MT, 59715

To Whom It May Concern,

I am writing this letter to offer my recommendation of Bruco Incorporated's laundry program. When I took over as Head of Housekeeping, we were having multiple problems with our linen. There was an issue with yellow staining and an odor in our towels and sheets. Also our linen was pilling and fraying much quicker than it should. I contacted Bruco and they came in to evaluate our current program. They did a laundry survey and showed me where they could improve our results and also save money in our utilities costs. They provided documentation of these improvements and assured me that they would work with myself and my staff to improve on them as we moved forward. In February of 2012 they installed their laundry system. We saw an immediate improvement in our results. They simplified our system by eliminating the formula boxes, making it much easier to show new staff how to operate the machines. We have seen continued improvements in our cycle times and in our use of water and energy. We also are experiencing improvements in our linen life. Bruco has also provided us with excellent service. They are always willing to work on any issues that come up and they always consult with me and my staff about any changes they implement. They also document all their visits so I know when they were here and what they did even if I am off during their visit. I really appreciate the professional level of service they have provided.

Once again, I offer my full recommendation of Bruco's laundry program. We have benefited from their excellent service, improved results, and financial savings. I am very satisfied with my decision to change to Bruco and encourage you to entertain Bruco as an answer to your facilities needs.

Sincerely,

Cathy Ahrendes

Housekeeping Manager
Best Western Plus Gran Tree