

**The Lazeres**  
**Sevierville, TN**

**May, 2009**

**To: INTEGRITY CLEANING SERVICES**  
**Sevierville, TN**  
**Att'n: Jimmy**

**Dear Jimmy:**

Too seldom, in this day and age, is a homeowner so fortunate as to locate a provider of almost any sort of services that even come near the level of performance expected.

Mrs. Lazere and I are so thoroughly delighted with your company We find ourselves looking forward to the arrival of "Integrity" on cleaning day. Particularly your Lillie who is truly a welcome ray of sunshine.

Not only is the house cleaned to our total satisfaction, she goes about her work so cheerfully and with such thorough care, we are constantly impressed. She is wonderfully considerate with even little things such as phoning to let us know if there is any change in schedule.

Overall we consider you folks as newfound good friends – the kind one hopes to keep forever.

Sincerely,  
Arthur and Barbara