

From: William Hellman

Sent: Saturday, November 17, 2018 10:15 AM

To: Hardwood Floors By Manny, <Info@hardwoodfloorsbymanny.com>

Cc: Martha Hellman

Subject: Letter of Recommendation

Manny/Mary,

Martha and I want to thank you for reviving and returning beauty to our oak floors. When we first showed you our floors, they were in extremely poor shape and we had considered replacing them all together. After you sanded and refinished them, they look like brand new floors.

What we found especially valuable was the coaching you provided prior to the job on how to prepare our home for this type of work. It paid off. You also spent time explaining how to care for and preserve hardwood floors, which was beyond what most consumers know. We were unaware of how some popular "clean and shine" one-step products can actually damage hardwood floors.

Again, thanks for a job well done! We have shared your contact information with our friends and neighbors.

William and Martha Hellman
Frankfort, Illinois