



I n s t i t u t e  
**Leadership**  
I n s t i t u t e

421 Gilmour Street  
Ottawa, ON  
K2P 0R5

June 25, 2009

To Whom It May Concern,

**RE: Shiny Cleaning**

We are very pleased to recommend Shiny Cleaning as a superior cleaning service; we have been completely satisfied with their professionalism and with Eric Araz's efficiency and courtesy. Our experience with other cleaning services in the past has been quite negative and we find it refreshing to work with someone who is both reliable and trustworthy. Eric has met, and indeed exceeded, our expectations. In addition, the quality of Shiny Cleaning's services represents sound value for money.

I would be happy to answer any questions you might have regarding Shiny Cleaning's performance. You can contact me at the number below.

Sincerely,

Jane Bergin  
Owner/Partner  
CTD/CCI Leadership Institute  
613.565.5168