



The New Hyatt Regency Woodfield
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September 28, 2010

Mr. Jim Plona
Ground Pros. Inc.
Landscape Management Contractors
Itasca, Illinois

Subject: Randy Fischer

Hello Jim,

Earlier this year I came to your company for a special landscape vegetable garden project. My experience working with your Enhancement Area Manager, Randy Fischer, was one of the most satisfying I have ever enjoyed with a Landscape Contractor.

Randy was always on top of the many challenges that come with a project, and communicated effectively with our chef and staff throughout the vegetable growing season.

In an age when so many companies don't seem to care about customer service anymore, Ground Pros Inc., does everything you claim you do. I am one satisfied customer, and will continue to be for the upcoming growing season.

Sincerely,

Frank Buchberger
Director of Facility Management
The New Hyatt Regency Woodfield