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To whom it may concern:

Opening a new hotel is challenging work and you need to establish new partnerships with new vendors, service providers etc. When we started to look for a window cleaning company that would service our hotel on a periodic basis, the other Hyatt's in the area referred Winco to us. (Mr. Paul Mutzbauer was given as our main contact). We are fortunate to have found a company that would walk the talk and really focus on customer service. From the beginning there were many construction challenges, however Paul found a way to overcome those challenges, especially if you have to get ready for an NCAA basketball tournament finals. I am sure there must been times when Paul thought how did I get my self into this? Nevertheless he rose to the occasion and we were able to provide our guests with a clean product.

The service that Paul has provided to the hotel has been close to flawless and I feel that we are lucky to find a great partner in Paul and Winco. I would like to commend Paul on his professionalism and great attitude; he is one of those rare individuals that will deliver on any promises he makes.

Please feel free to contact me directly if you have any questions in regards to Paul and his commitment on customer service.

Best regards,

A handwritten signature in dark ink, appearing to read "Rafael Somarriba", is written over the typed name.

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