



January 10, 2008

Mr. David Lillard  
Preferred Concrete Polishing  
326 Burke Street  
Kernersville, North Carolina 27284

**RE: Memphis Cook Convention Center**

Dear Mr. Lillard:

Please accept this letter as our thank-you for a job well done by Preferred Concrete Polishing.

My General Manager saw your presentation at the IAAM conference last year. Upon his return, he instructed me to arrange a review of our main hall (125,000 square feet) by your agents. Mr. Shane Beal and staff came to Memphis and prepared an area for inspection.

It was simply amazing what they did to concrete flooring that had been poured in 1962 and sealed in 1972. The diamond polishing has brought such life back to this floor and has caused the room to appear much brighter and larger when our lights are up 100%.

Your agent, Shane Beal, was extremely professional and very knowledgeable, the staff worked efficiently and within the time limits our event activity allowed, causing us no down time and/or loss of revenue. It will certainly be my pleasure to recommend you and your staff to all SMG managed facilities throughout the United States, Puerto Rico and Dubai.

Thank you again for work very well done. Wishing you a most prosperous New Year, I am,

Sincerely,

A handwritten signature in blue ink that reads "Denise Brown". The signature is fluid and cursive.

**DENISE BROWN**  
Director of Operations