



March 20, 2017

Mr. Mike Soukup
ServiceMaster/SRM
3205 Mike Collins Drive
Eagan, MN 55121

Dear Mike

On behalf of Minnehaha Academy, I extend our thanks to you and the ServiceMaster team for your effective work in cleaning our campuses and preparing us to resume classes following the Norovirus outbreak we experienced last month.

We are grateful for your prompt and thorough response to our request for a project bid and for bringing the project in on time and on budget. When our leaders had questions, you personally were available and prepared to provide a clear and sensible response and recommendation.

This was a major event for our school. It generated much communication within our community and substantial media coverage. Our leaders felt as though we were well advised and that we were taking responsible steps, knowing your firm's experience and reputation. We wanted to make the school safe again for everyone, and we are pleased that we have not seen a recurrence of Norovirus cases.

Minnehaha Academy may never face the need to again hire a firm to do a project like this. If we do, we will not hesitate to contact ServiceMaster, and we will be pleased to recommend your services to others.

Sincerely

A handwritten signature in blue ink, appearing to be "Dan Bowles", with a stylized flourish extending to the right.

Dan Bowles
Executive Director of Finance and Operations

cc: Dr. Donna Harris, President and Head of School