

# SCALES & TAILS<sup>®</sup>

A UNIQUE SEAFOOD RESTAURANT AND OYSTER BAR

May 4, 2001

Professional Building Maintenance, Inc.  
2804-C Capital Circle N.E.  
Tallahassee, Florida 32308

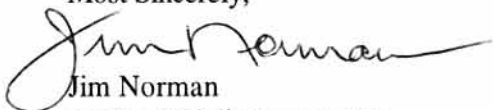
To Whom It May Concern:

Having recently switched from carpet floor covering to all tile, I never realized how slippery tile becomes when wet. After two very busy nights we realized we may have created a very hazardous situation that could have resulted in possibly serious liability.

I am very happy to report that after you treated our tile with SURE GRIP, the formally slippery tile surface is secure even when wet. I feel assured that our servers and customers are safe from slips and falls.

I view the SURE GRIP product as the best insurance policy we could have bought for the safety of our customers and employees.

Most Sincerely,



Jim Norman  
Scales & Tails Restaurant