



MGM GRAND
THE CITY OF ENTERTAINMENT.

April 10, 2000

To Whom It May Concern:

I understand that the Nevada Minority Purchasing Council has nominated A-1 Janitorial Services as "Supplier of the Year." In recognition of that honor, I have been asked to give Pam Washington and her company a letter of reference. Let me start off by saying that I would have no hesitation whatsoever in recommending the services of A-1 to any of my peers in the hotel industry.

The MGM Grand started off doing business with A-1 by sending them to the lion's den, literally. A couple of years ago, we decided to outsource the cleaning of our brand new \$5,000,000 lion habitat and took a chance with A-1 who was unknown to us at that time. Pam and her crew worked very hard to be successful in an area, which was extremely demanding. Because there are live lions in this venue 12 hours a day, there are numerous do's and don'ts, that if are not adhered to stringently, can affect the health of the lions. Pam and her company have gone over, above, and beyond the call of duty to make sure that they were successful.

Based upon the success Pam had in the Lion Habitat, we have looked for additional outsourcing opportunities for her company and in each instance she has performed above our expectations. She has been a pleasure to negotiate with, and always not only lived up to the letter of each agreement, but has often gone beyond the terms of the agreement to ensure that the job is done on time and efficiently. Pam takes great pride in her company and I am certain that over time, her successes will continue.

Respectfully,

Danny Campbell
Asst. V.P. Purchasing