



THE DUNHILL
HOTEL

8 June 2017

Mr. Bob Stephens, President
Northern Lights Restoration Inc.
121 Lang Road
Spencer NY 14883

To whom it may concern,

It is with enthusiasm that I recommend Bob Stephens and his team at Northern Lights Restoration to you for your wood refinishing needs.

Bob is a gifted craftsman who pays attention to detail and is easy to work with. The work Bob completed at The Dunhill Hotel looks phenomenal. The restored beauty of the room furniture not only enhances the guest's experience, but has also boosted morale of the rooms department team—especially housekeeping. The refinished elevators and front doors elevate the appearance of the hotel and the first impressions we make on our guests.

Bob understands how hotels make money. Having a room off the market means potentially lost revenue. Bob worked closely with us to manage inventory to ensure that we were minimizing the number of out of order rooms each night.

Additionally, Bob's selected tools and proprietary refinishing product also helped minimize out of order inventory. With its quick drying capability and very low odor, a room that was finished in the morning would be able to be sold that night. And because the sanding tool left nearly no sawdust in the room, housekeeping had little work to do to prepare the room for the next guest.

Bob also knows that as a contractor, he represents to hotel to our guests. He and his team were always dressed in a manner that honored our dress code and befitting our guest's expectations of uniforms. They were also warm and friendly to guests in each interaction.

At the end of the two week project, our wooden furniture looked great again, our revenue losses from out of order rooms for the project was minimized, and there were no guest comments about smells, dust, or negative interactions with Bob or his team. Because of my experience with Bob at The Dunhill Hotel, Northern Lights Restoration is now a recommended vendor for Summit Hospitality Group, LTD. (Raleigh NC) and all of its properties.

Please reach out to me if you have questions about my experience.

Very truly yours,

John Beatty
General Manager

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