



Richmond Country Club

To Whom It May Concern:

This correspondence is to serve as a letter of recommendation for Virginia Linen Service Inc. Virginia Linen Service Inc. (hereafter identified as 'VA Linen') has served as the linen provider of Richmond Country Club for the past year, and during that time they have beaten every service and quality expectation that we, as a private club, have demanded of them. In the following specific ways, VA Linen has proven to me and to Richmond Country Club that they do not accept anything less than the total satisfaction of their customer:

- 1) *Consistency of Quality.* The quality of VA Linen's line of napkins and tablecloths are the best I've seen in my 14 years of working in the private club industry. Many other linen providers I've worked with over the years seem to think that a 10-30% ratio of defective to presentable linen is acceptable. I do not. The higher the level of defective linen present, the more overstock one has to keep in anticipation of such defects. That extra linen stock is an unacceptable waste of money and storage space. With VA Linen, our defective linen issues have disappeared. In the past we typically turned in 2-3 full sized linen-bags of defective linen per week. Now we would be challenged to fill 1 defective linen-bag per month. Issues with the color grade of nonwhite napkins were also a problem I've dealt with over the years, but VA Linen always provides napkins and tablecloths with consistent color grades.
- 2) *Approachability and Responsiveness of Service.* On the rare occasion that an event makes a last minute change to their linen selection or we get into a bind and need more linen than anticipated, VA Linen has always promptly responded and accommodated any such 11th hour needs. In particular, Gus Kefalas (VA Linen's General Manager), Matt Kough (Service Manager), and Casey Bloebaum (Sales Representative) have always been professional, expeditious and responsive above and beyond what is called for.
- 3) *Pricing and Inventory Control.* VA Linen provides for us a thorough quarterly report of our product usage, allowing for us to better adjust our inventory levels according to our needs. Between their efficient tracking of our usage and their competitive pricing, VA Linen has proven their ability to work within our modest budget despite the challenges of the current economy.

It would be my pleasure to answer any further questions you may have about the experience I have had working with VA Linen at Richmond Country Club. Please do not hesitate to call [REDACTED] or email [REDACTED] me anytime. If you are as frustrated with your current linen company as I was before I switched to VA Linen, then I highly encourage you to stop dreading your linen delivery day and make the change to Virginia Linen Service. You won't regret it.

Sincerely,

Jason Tassitano
Banquet Director
Richmond Country Club