**Mr. Todd Byrns September 17, 2011**

Executive Assistant Manager

# Hyatt Regency O’Hare

 9300 Bryn Mawr Avenue

Rosemont, IL 60018

**E mail:** **todd.byrns@hyatt.com**

Dear Mr. Byrns:

Thank you very much for the opportunity to once again earn your business. We are pleased to present you this proposal for the deep restoration cleaning of your leather upholstery. If you have any questions regarding my proposal, please do not hesitate to call me.

 

***Why choose* Renue Systems *for your deep cleaning needs?***

* We are the leading provider of comprehensive deep cleaning services exclusively to the hospitality industry – we have proudly serviced thousands of hotels over our 30 year history
* We are the only company that has been a North America approved vendor of **Avendra** since its formation
* Expertly trained, certified and uniformed employees that specialize in working in the hotel environment – no micromanaging of our team by your team is needed
* Proprietary equipment and chemicals, well-tested methodologies and significant ongoing R&D to provide top results
* Extremely responsive scheduling and highly flexible payment plans to meet your changing needs – we work when it is convenient to you and on a 24/7 basis
* Easy to understand and transparent pricing – and all our work is 100% guaranteed to your satisfaction

At your property we will perform the following methodology, a well-tested technique we have developed over the years in conjunction with the leading deep cleaning association and the largest upholstery manufacturers:

**Our Process for Leather Cleaning, Revitalization, and Protection:**

1. **INSPECTION** of the leather piece is critical in order to identify the type of leather that is used in the construction and the current condition of the leather surface pigment and dye competency.
2. **CLEANING** agents and methods are chosen based on the type and condition of the leather piece. This is critical as different types of leather require vastly different methods to ensure the most effective cleaning can occur while still preserving the total integrity of the piece.
3. **REVITALIZATION** is a separate step that ensures the leather has access to the correct moisture source for its type.
4. **PROTECTION** of the leather is achieved by applying a specialized leather protectant to seal moisture in and contaminants out for the long-term health of this natural material covering.

##### *Project details and costs for proposed cleaning*

#### Service pack #1

* Cleaning of 14 office chairs and 8 guest floor elevator foyer ottomans………………………………………………………….…$948.00

**PLEASE NOTE:**

*\*48 hour cancellation notice required or a 15% cancellation fee will be charged.*

*\*Renue Systems requires a $350.00 minimum service call charge per visit.*

*\*Hotel will provide complimentary parking during any scheduled work or cost will be billed back to the hotel.*

**Note some staining in the leather may be permanent and not removable with cleaning**

**We will be glad to afford you billing considerations to work within your budget**

 

# *Please complete this service agreement, sign it and return it to your local National Appeal service provider.*

**Scope of Service:**

Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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# Payment Terms:

# The sum of $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the agreed upon price for the services rendered with payment to made as follows:

\_\_\_\_\_\_\_\_\_\_\_\_ payments each for $\_\_\_\_\_\_\_\_\_\_\_ according to the following schedule:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please check here if your property will be paying by P-Card \_\_\_ or credit card \_\_\_

*Card #* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *Card type* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *Exp. date* \_\_\_\_\_\_\_\_\_\_

# Acceptance of Service Agreement

The above pricing, specifications, terms and conditions are satisfactory and you are hereby authorized to commence the work as specified.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Property:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ P.O. # (if needed):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_