

August 1, 2002


Glen Aubrey
Creative Team Resources Group
291 Brook View Court
Santee, CA 92071

Dear Glen and CTRG Staff,

I would like to take this opportunity to say thank you for all the help and encouragement you have brought to our Company. We were, and still are, in a tremendous growth period. With that growth comes the challenge of developing, adding and maintaining the personnel that have brought us to this point of success. You have put together a program that reinforces the beliefs that, "Your business is only as good as your people", and "You are more than what you do". CTRG has been able to bring those and many other constructive ways of thinking to our entire Company.

I look forward to our continued work together and the further success of Servpro of Escondido/Temecula.

Sincerely,


Dwight A. Zeissler