

ASL

INTRODUCTION

May 21, 2009

Ms. Beth Matland
Asst. Property Manager
Greenwich Condominium
1470 NE 123rd St.
North Miami, Florida 33161

Dear Ms. Matland,

Thank you for the opportunity of being invited to submit a proposal for your facility. In all probability, when you compare your quotes from the other various contractors, you'll find the prices rather similar. So what makes ***America Service Industries*** so different? What makes us so distinguished? May I elaborate?

We are professionals ... and we have a track record and the references to validate this fact. No other company has a more expert supervisory team! We think proper supervision is of the ultimate importance ..., not only to insure quality performance, but to recognize a good employee's achievements. We have employees who take pride in being associated with ***America Service Industries!***

This is our guarantee! ***America Service Industries*** guarantees that no compromises will be made in service or quality. Furthermore, quick response to fulfill your needs will always remain top priority. We believe better communication is an essential part of better service.

Looking forward to serving you,

Sincerely,

Sara J. Fox
New Business Development

ONGOING PROFESSIONAL ACCOUNT MANAGEMENT

THE INITIATIVE OF A SUCCESSFUL ENVIRONMENTAL MAINTENANCE PROGRAM ENTAILS NOT ONLY THE PROPER ENFORCEMENT OF PRESENT PROCEDURES BUT ALSO THE DETERMINATION AND ABILITY TO FURTHER THE EFFICIENCY PRODUCED BY THAT PROGRAM WITHIN A SAID FACILITY.

IT IS FOR THIS PURPOSE, THAT *AMERICA SERVICE INDUSTRIES, INC.* PROVIDES HIGH CALIBER, QUALIFIED MANAGERS FOR THE EXPRESS PURPOSE OF PROPER MANAGEMENT AND THE CONSISTENT PURSUIT OF EFFICIENCY.

Certificate of Service Guarantee

∫ AT *AMERICA SERVICE INDUSTRIES, INC.* OUR SPECIAL SERVICES CREW IS RADIO DISPATCHED, THEREFORE AVAILABLE AT A MOMENT'S NOTICE. OUR CREW CAN BE ANYWHERE IN DADE AND BROWARD COUNTY WITHIN **ONE HOUR**.

∫ IN THE EVENT ANYTHING IS LEFT UNDONE.... YES, EVEN A TRASH RECEPTACLE UNEMPTIED, OUR SERVICE TRUCK WILL BE DISPATCHED TO RECTIFY ANY SITUATION.

∫ *AMERICA SERVICE INDUSTRIES, INC.* FURTHER GUARANTEES THE SERVICE TO YOUR FACILITY BE PERFORMED WITH STRICT ADHERENCE TO THE SPECIFICATIONS. ANY SERVICE DEFICIENCIES WILL BE CORRECTED WITHIN FORTY-EIGHT (48) HOURS ... AND THERE WILL BE **NO ADDITIONAL** CHARGES.

A.S.I. PERSONNEL SECURITY

- ⇒ ALL EMPLOYEES ARE REQUIRED TO OBTAIN A POLICE I.D. RECORD CHECK.

- ⇒ ALL EMPLOYEES WILL BE IN UNIFORM WITH I.D.

- ⇒ NIGHTLY INSPECTION OF ALL HIGH SECURITY / PRIORITY AREAS

- ⇒ A LARGE NUMBER OF PERSONNEL ARE ON HAND TO HANDLE EMERGENCIES SUCH AS FIRE OR WATER DAMAGE.

- ⇒ UPON LEAVING AT END OF DAY: TURN OFF LIGHTS AND LEAVE ON DESIGNATED SECURITY LIGHTS; CHECK AND MAKE SURE ALL DOORS ARE LOCKED.

⇒ **Extra Services**

Contractor shall provide a list of rates for additional services, i.e. emergency and over-time. All lists to include a complete cost breakdown.

⇒ **Supervision**

Contractor shall provide supervision of all persons employed on the job.

Our "HOT-LINE" communication system will remain the responsibility of the supervisor and will be monitored on a daily basis.

⇒ **Cancellation**

Contract may be canceled by either party upon thirty (30) days written notification by certified mail to the other party.

In the event it is necessary for *America Service Industries, Inc.* to file litigation in order to enforce the terms of the agreement, *America Service Industries, Inc.* shall be entitled to reimbursement of all costs and attorney's fees, including any such cost and fee incurred on appeal.

⇒ **Customer Resources**

America Service Industries, Inc. maintains a 24 hour, seven day per week, 365 days per year operational status to insure Customer's availability to contact our on duty personnel and company representatives. For this purpose Contractor will provide a telephone directory for immediate response.

CONDITIONS: *Contractor's Requirements*

⇒ **Contractor's Employees**

Contractor's cost shall include, without limitation, all payroll taxes for its employees as levied by city, state, and federal agencies, as well as all union contributions, pensions, welfare, Florida disability insurance, unemployment insurance, hospital and medical care insurance, where applicable.

The Contractor's employees shall be required to conduct themselves in a courteous manner and refrain from any discussion with Customer's employees and/or guests.

⇒ **Labor Regulations**

Contractor shall take no action that could create any work stoppages, picketing, labor disruption, or dispute on the building's property.

⇒ **Equipment and Supplies**

Contractor must provide and maintain in satisfactory operation condition at all times, all equipment and supplies necessary to perform the job according to the specifications. All equipment and supplies are to be approved by Customer's management.

Customer's management will provide space only. All other items such as furniture, lockers, telephones, etc ... to be supplied by the Contractor.

Contractor's operating areas, utility closets, and slop sink to be kept in clean and orderly condition at all times.

⇒ **Uniforms and I.D. Badges**

All personnel employed by the Contractor are to wear uniforms approved by the Customer's management. Uniforms to be supplied by Contractor. All of Contractor's employees to wear photo I.D. badges attached to their uniforms at all times.

CORPORATE PHILOSOPHY

A.S.I. SUPERVISION

A.S.I. ***AMERICA SERVICE INDUSTRIES, INC.***,
PROVIDES HIGH CALIBER, QUALIFIED SUPERVISORS FOR
THE EXPRESS PURPOSE OF SUPERVISION.

WE DO THIS IN ORDER TO MAINTAIN A STANDARD OF
EXCELLENCE AND TO STAY WITHIN THE STRICT
GUIDELINES OF OUR PROPOSED SPECIFICATIONS.

OUR SUPERVISORS ARE BILINGUAL.

TERMS AND CONDITIONS

SUBJECT: *Proposal For Janitorial Services*

ATTENTION

America Service Industries, Inc. shall provide labor, supplies, materials, equipment and supervision. Therewith, satisfactorily perform the services specified herein. Cleaning materials furnished by the Contractor must conform to or exceed the Customer's management's standards.

SUBJECT TO

Effective starting date June 4, 2009. This agreement shall be in effect for one year.

It is further understood and agreed that this agreement will continue in force for another like period upon the same terms and conditions set forth above, unless either party gives written notice at least thirty days prior to the expiration of this agreement.

The above correctly states our understanding of all phases of the above contract and is agreeable to each of the parties. *America Service Industries, Inc.* hereinafter referred to as the "Contractor", will provide the following preventive maintenance upon acceptance of this agreement to prolong the life and beauty of the interior of this establishment.

SUPPLIES AND EQUIPMENT

The Contractor will furnish all cleaning materials necessary to keep the premises in a first class condition.

Cleaning equipment shall be provided by and will remain the property of the Contractor and will be transported in and out of the building as required.

LICENSES AND INSURANCES

The Contractor will provide proper required licenses and will be fully responsible for payment of all taxes pertaining to all employees under *America Service Industries, Inc.* engaged in the performance of work under this agreement.

The Contractor carries Workmen's Compensation and Employer's Liability, including coverage of public liability for each person, and property damage, including contractual property damage (Limits of \$1,000,000/500,000 property damage).

Upon acceptance of this agreement, a Certificate of Insurance will be issued as soon as possible from the date of this acceptance.

EMPLOYMENT AGREEMENT

The customer agrees that during the contract period, and for two years following termination of this agreement, they will not employ directly or indirectly any personnel who, during the term of this agreement, was employed by us in any way connected with the furnishing of the services called for herein.

EMPLOYEE TRAINING PROGRAM

AT *AMERICA SERVICE INDUSTRIES, INC.*, WE HAVE A TRAINING PROGRAM WITH AN EMPHASIS ON HOW TO WORK EFFECTIVELY AND COMPETENTLY. WE PROVIDE ON-THE-JOB TRAINING THE GOAL IS TO ASSURE OUR CUSTOMER THAT THEY HAVE PROFESSIONAL STAFFING CAPABLE OF QUALITY SERVICE AND HIGH RATE PRODUCTIVITY.

OUR A.S.I. TRAINING PROGRAM INCLUDES WORKSHOPS OF:

- 1) **EFFECTIVE WORK / TIME MANAGEMENT**
- 2) **PROPER FLOORCARE AND SURFACES PROCEDURES/METHODS**
- 3) **PROPER USE OF SUPPLIES AND EQUIPMENT**
- 4) **BLOOD PATHOGENS PROCEDURES**
- 5) **EFFECTIVE COMMUNICATION**
- 6) **EMPLOYEE PUBLIC RELATIONS**

THE END RESULT A WELL INFORMED, PROFESSIONAL INDIVIDUAL

COMMUNICATION AND PROVISIONS

COMMUNICATION

WE HAVE FOUND THERE ARE TIMES WHEN EMERGENCIES SUCH AS LEAKS FROM RAIN OR PLUMBING DISORDERS OCCUR. THEREFORE, IN ORDER TO DEAL WITH SUCH OCCURENCES AND TO FURTHER OUR SERVICES CAPABILITIES, WE UTILIZE BEEPER SERVICE, AND TWENTY-FOUR HOUR ANSWERING SERVICE, THUS MAKING IT POSSIBLE TO REACH OUR FIELD SUPERVISORS VIRTUALLY AT ANY HOUR, WITH IMMEDIATE RESPONSE.

OPTIONS

IN THE EVENT THE MINIMUM WAGE IS RAISED BY THE FEDERAL OR FLORIDA STATE GOVERNMENTS, OUR CHARGES WOULD BE INCREASED PROPORTIONATELY.

ANNUAL INCREASES ARE 2%, HOWEVER YOUR PRICE IS GUARANTEED FOR ONE YEAR

SPECIAL PROVISIONS

- 1) PERFORMANCE OF GENERAL INSPECTIONS**
- 2) ONCE MONTHLY MEETING WITH MANAGEMENT TO DISCUSS FUTURE WORK PROGRAMS FOR FOLLOWING MONTH**
- 3) ALL WORK SUPERVISED**