



World Headquarters, 8545 Commodity Circle, Orlando, FL 32819-9002
Phone (407) 370-3301 • Fax (407) 370-3399

Ms. Courtney Fairchild
President
1401 14th Street, N.W., 3rd Floor
Washington, D.C. 20005

Dear Ms. Fairchild:

I would like to commend Global Services on the professionalism and expertise they showed throughout the process of helping Armstrong Service Inc. in attaining our GSA contract. Your professional staff of sales and account managers and your personal involvement were the keys to our success.

Global Services demonstrated the highest quality service from helping Armstrong Service Inc. to understand the marketing benefits of obtaining a GSA contract, to understanding and working through the submission process. Individually, and as a team, Global Services' staff was an invaluable resource. More importantly, your personal touch, your ability to articulate complex processes, and your understanding of our business were immensely helpful.

With easy to understand instructions and documents Global Services refined the GSA schedule process to its simplest level requiring the bare minimum of our company's time and resources. You made every effort to present options to optimize Armstrong's return and included us in every step of the process. Global Services' knowledgeable and timely responses during the GSA review process and expertise in negotiations played a large part in our speedy award.

I would highly recommend Global Services to any other firm interested in having their GSA experience handled quickly and professionally. Thank you for your dedication and best wishes for continued success.

Sincerely,

A handwritten signature in blue ink that reads 'David F. Shutler'.

David F. Shutler
Colonel, USAF (Ret)
Director of Government Relations