



University of New Mexico Cancer Center

THE OFFICIAL CANCER CENTER OF THE STATE OF NEW MEXICO
A NATIONAL CANCER INSTITUTE DESIGNATED CENTER

March 8, 2010

To Whom It May Concern:

It is my pleasure to recommend Hospital Housekeeping Services to you. In my 30 years of healthcare experience, HHS is the best housekeeping company I have worked with. They have great services, understand the business, and truly focus on the customer. When I make a decision on housekeeping services (contract or in-house), I look to see what is in their service briefcase. HHS has a full service briefcase.

I hired HHS at a major hospital in Albuquerque to turn around a busted housekeeping service. They turned it around in a matter of days, implemented standard operating procedures, initiated a training program, and reorganized the entire schedule. Shortly after that, CMS conducted a five day survey with housekeeping services receiving recognition for the cleanliness of the facility.

I moved to the University of New Mexico as COO of the Cancer Center and completed a 76 million dollar construction project in the summer of 2009. I asked HHS to bid on the housekeeping services. I knew I had only one chance at getting this part of the project right the first time. It was a risk going off campus for services the University provides on campus, but I needed a service I knew would be professional, responsive, and go beyond the campus standard. I've since been told that I had made the right decision.

Again, I highly recommend Hospital Housekeeping Services to any Healthcare Center they feel capable of supporting. Feel free to contact me if any other information is needed.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Whitehead", written over a white background.

Donald P. Whitehead
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