



February 10, 2012

To Whom It May Concern:

I have had the pleasure of working with Tom Bligh for over a decade. We were first introduced when I had the opportunity to take an active role in the Genie Industries Dealer Council and Tom was working as a consultant. His engaging style and level of enthusiasm was infectious!

Tom's perspective on the value of customers and his passion for customer service inspired me to reach out to him to help Star Rentals, Inc. to not only grow our business but improve the level of customer service provided to existing accounts as well. Any business would be fortunate to have Tom on their team as he is a "must have asset".

I highly recommend Tom as someone who can inspire, motivate, and guide your employees to customer service excellence!

Sincerely yours,

Bob Kendall
President