



I am writing today to tell you about my experience working with Commonwealth Secure. For context, we are an 11-unit bowling and entertainment concept called Kings. We operate in 5 states, with 5 locations here in Massachusetts. In our "urban" locations, we use private security firms to help manage our busier nights, with responsibilities including age verification (ID checking), crowd control, problem de-escalation, and the occasional removal of guests that are out of line.

I have been in the bar/restaurant/entertainment industry for more than 30 years, and I have worked with all types of security options-including managing our own in-house teams. All with varying degrees of success (and failure.) Without question, Commonwealth has been the best organization and option I've ever used. Their Team is professional, responsible, reliable, and hospitable. They have truly been a pleasure to work with.

I will give you one situation that illustrates their merits. Our original location is in Boston's Back Bay, directly across from the Sheraton Hotel. At one point, when the Hynes Convention Center (which is attached to the hotel) was thriving, this was a very busy hotel with occupancy rates that were off the charts. Today, a large portion of that hotel has been repurposed into student housing. College students, by nature, are mostly below the legal drinking age. This put a tremendous amount of pressure on the neighboring businesses who rely on the sale and service of alcohol as part of their revenue stream. We brought in Commonwealth Secure to assist in making sure we remained in compliance, and they handled that responsibility with extreme professionalism and responsibility.

We rely on our ability to "lead with hospitality" in all facets of our business and are dedicated to our commitment to the responsible service of alcohol. This is typically a very hard thing for an outside vendor to grasp. I believe that Commonwealth's background in hotels has really given them a perspective that most security firms just don't have.

In closing, I would strongly recommend Commonwealth Secure (and have) to anyone who is looking to hire an outside security solution. I am available at any time to discuss further or answer any questions you may have.

*Sincerely,
Leo M. Fonseca Jr.
Chief Operating Officer
Kings Dining and Entertainment*

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I don't often agree to writing recommendations for other companies or partners. Not for any other reason than trying to control our own brand's messaging is difficult enough, let alone associating with another brand. But I am more than happy to make the exception for Streamline Hospitality and Commonwealth Secure. For over 20 years we have worked side-by-side in creating a sense of arrival and departure like no other hotel door has the ability to create and maintain in our City. Large in part because of the efforts of Dave and his team and their constant passion to take care of our shared guest, ensuring their desire for them to return again, and again. I can assure you, with Streamline or Commonwealth Secure as a partner, your business will be better for it.

*Daniel Donahue
President
Saunders Hotel Group*

It is with great enthusiasm that I recommend working with Commonwealth Secure. As nightlife director of 7 venues, I work directly with Izzy Pina on scheduling, training and ongoing operational procedures. We partnered with Commonwealth secure 18 months ago, and they have been a pleasure to work with.

Their team has been professional, consistent, and proactive. If an issue does ever arise, they are quick to acknowledge and act accordingly.

Please feel free to contact me with any questions.

Thank you,

*Joe O'Connor
Nightlife Director
CJ&E Management*