



Shannon Diversified, Inc.
1190 North Del Rio Place
Ontario, California 91764
December 16, 2010

To whom it may concern:

Universal Studios Hollywood has been working with Shannon Diversified, Inc. for multiple years on maintaining and cleaning exhaust hood systems. Recently we added supplementary items for them to take care of which includes cleaning and maintaining our restaurant equipment, and we are very much pleased with the results that we are seeing. Shannon Diversified has great integrity, and they are extremely dedicated to ensuring that the work they do is to our satisfaction.

As far as a company to do business with, Shannon Diversified is one of the best that we have ever dealt with. We do significant amounts of business, especially during the past year, and I cannot recall a time when we needed them on a short notice and they did not respond.

Based on our experience, I have no hesitation recommending them to any company that will need their service. It has been a pleasure doing business with Shannon Diversified and we look forward to continuing our relationship with this company.

Sincerely,

Hoyik H Kepenyan

A handwritten signature in black ink, appearing to read "Hoyik H Kepenyan", written over a horizontal line.

Manager of Facilities
Universal Studios Hollywood