



May 16, 2005

Massage Envy - Henderson/Galleria  
711 Marks St., Suite A  
Henderson, Nevada 89014  
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Mr. Robert Reyes  
Rambo Builders LLC  
3111 Valley View #A-210  
Las Vegas, NV 89102

Re: Letter of Recommendation for Rambo Builders, License #0057989

Dear Bob,

You didn't ask for a letter of recommendation, but I certainly hope you can use this letter to further your business. I wanted to personally congratulate you and warmly thank you for being such an honest, effective contractor! While your style may at times appear overly aggressive and hold to some - you're the "real-deal" - and at the end of the day you deliver at least what you said you would, and in many instances you delivered much more! And underneath your "no-nonsense" exterior, there's a heart of pure gold and I cannot express deeply enough how pleased we are with our new Massage Envy clinic and how pleased we were with you and Rambo!

You're truly to be commended for your professionalism, your honesty, your timeliness, excellent communication & documentation, your quality and effectiveness. I thought I was taking a chance on Rambo, but we were actually taking a chance on each other and I can't tell you how lucky I feel to have made your acquaintance and made you my contractor. I look forward to using you again and again and only wish we could use Rambo on all the Massage Envy's nationwide!

Please don't hesitate to have ANYONE thinking about using you to give me a call at 602-882-0898. It's rare, but when a contractor communicates, personally pays attention and performs as well as you and Phyllis did - you not only deserve to be commended, you've fully earned it! Thanks my friend - I truly mean it!

Sincerely,

Stephen L. Cook  
Regional Franchise Developer  
Arizona & Southern Nevada