

MASTER FLOORS

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October 22, 2012

Mr. Bob Harris
Licensed Agent and Broker
Sunbelt of Minneapolis and St Paul
1300 Godward St NE, Suite 6300
Minneapolis, MN 55413

Dear Bob:

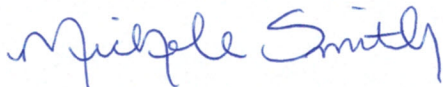
My words cannot express enough how thankful I am that our paths crossed. Buying or selling a business is full of intricacies, emotion and really in a word just overwhelming! You have a natural ability to read a person, listen to what they are telling you and translate that information into your commitment of passion and sincerity, with one goal - to find or sell that perfect business for your customer knowing it is going to require some patience!

I have had dealings with almost all the other local business broker's offices, not so lucky me I met quite a few of them. I felt like nobody heard me, showing me options that didn't make sense and basically running me down the gauntlet in hopes I would buy fast so they could cash that commission check and be onto the next.

Nobody could come close to the services I received from you! I appreciate the extra time you took to explain things, never over or understating the situation and were always straight up honest with me. When needed, you took the extra time to ensure I was both comfortable and knowledgeable when I had questions. As the saying goes Bob, you are truly priceless!!

Having been both a seller and buyer of a few businesses, I have been through this process and know what type of Broker is needed at the table when it's time to get the deal done! I will NEVER go through this process again unless you are by my side all the way to the end!! I am one happy customer and you are worth your weight in gold!!

Sincerely and Always Grateful,



Michele Smith
President