

**IOWA STATE UNIVERSITY**  
OF SCIENCE AND TECHNOLOGY

**Facilities Planning and Management**  
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To Whom It May Concern,

RE: Letter of Recommendation – Service Master

This is a letter of recommendation recognizing Service Master's exemplary service for the 2010 flood recovery efforts at Iowa State University.

A flood occurred in August two weeks before 2010 fall semester classes were to begin and one week before move-in activities. The flood directly affected 17 facilities totaling more than 684,500 gross square feet and additionally, 35 buildings received water damage from backed up storm sewers and high surface water flows.

Service Master was on site and mobilized before flood waters had receded. Very quickly it was evident they possessed a wealth of knowledge about flood recovery processes. Some of the first items of business: they shared how the recovery process works; identified their key personnel and shared contact information; wanted to understand our expectations; and addressed concerns that existed.

They were organized and confident. In the first few weeks, most days were met with unplanned situations. Service Master with their previous experiences and access to resident experts was able to quickly assess and resolve them. Examples of different facility environments affected are museum collections, classroom buildings, recreation facilities, daycare facilities, conference facilities, athletic facilities, and residence facilities.

Service Master had access to and provided adequate resources during our recovery process. We were kept informed about process flow and consulted each day for progress feedback. Personnel were personable and very sensitive to our anxious situation. They were good listeners and diplomatic while conversing with building occupants to understand their needs.

Iowa State University set a goal to have the basketball arena back in operation for the first home basketball game in early November. Considering the arena floor had more than 12 feet of water for a considerable time, Service Master was instrumental in helping Iowa State realize this recovery milestone.

Another effort worth mentioning is Service Master's attention to museum collections during the flood recovery process. The building housing the collection was without power and

environmental controls for almost two and a half months. They understood the importance for maintaining humidity and temperature to protect the integrity of the collection, and provided special heating and cooling equipment, and knowledgeable operations staff. This support effort was instrumental with avoiding costly collection relocation.

In the post recovery phase, Service Master has provided ample documentation and on-call support while addressing inquiries from emergency management agencies. As such, they have proven to understand the entire flood recovery process. It is without hesitation, I recommend Service Master for disaster recovery services.

Sincerely,

Bob Currie  
Director Facilities Services  
Facilities Planning and Management  
Iowa State University