



October 2024

Hello,

Last year (2023) I was having issues with our current Janitorial vendor, so put out an RFP for Janitorial Services and New Horizon was the chosen vendor. This turned out to be an excellent decision, as they've provided excellent service for a fair price.

Rene Gonzalez is clearly focused on Customer Service and goes above and beyond to support his customers. He's extremely thorough, flexible and responsive. He's always available by phone and makes things happen, when the emergencies arrive.

Last winter (2023) I had a flooded lobby...twice, during the heavy rains. Hundreds of gallons of water both times. Both events happened in the middle of the night and I contacted Rene for support. His crew and equipment were onsite within the hour and were wrapping up when I came in at 8am. It was a miracle what they accomplished during both events. At midnight there were inches of standing water throughout the Lobby. When we opened you wouldn't have known there was an issue.

This is just his emergency response, but so significant it needs to be shared. The daily janitorial service meets the service level as well. The staff are professional, thorough and very hard working. The premises is always clean and any issues addressed promptly. We have a very busy breakroom that gets used pretty hard during the lunch rush. The day porter is there to support through the lunch rush and leaves the breakroom clean and ready once it's over.

I've also asked Rene to assist me with other task, as I was in a pinch when we lost our Receptionist. Again New Horizon came through in flying colors.

If you'd like to speak to me personally regarding this recommendation, please feel free to give me a call.

Thank you,
Mark Adams
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