



IMSS INTERIORS

LETTERS OF RECOMMENDATION

To Whom It May Concern:

Below you will find Letters of Recommendation (LORs). They all came as unsolicited “thank you notes” and commendations - due to our standard above-and-beyond service given to each and every Client. More are available upon request. In addition, more are available through personal phone calls, when our clients’ corporate policy forbids written recommendations. However, the P.M.s from such firms as Starwood, numerous Gensler offices, various purchasing firms and other clients would be happy to take your phone call.

We put our Clients’ 100% satisfaction above all else – to ensure long term relationships.

Thank you for taking the time to review the LORs.

Best Regards,
Michael A. Gompertz
President

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From: Rob Shank [<mailto:Rob.Shank@Hilton.com>]
Sent: Monday, December 23, 2013 4:13 AM
To: mgompertz@imssltd.com
Subject: A Big Thank you!

Mike - thank you to you and your company. We know shipping is not as gentle as we are, but You and your company responded very quickly, and got us what we needed just in time. Mike, it is nice to know that there are some suppliers that treat their customers just like the Hilton family of hospitality treat their customers. Keep up the good work. You and your company performed beyond our expectations. Thank you again for walking your talk.

ROBERT SHANK | Chief Engineer

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To whom it may concern,

My name is Scott Berkowitz; I am the lead developer of the Aloft Hotel in Beachwood, Ohio. I'm please to say we opened the hotel on November, 19th of 2013.

After considering multiple case good providers, we chose to go with IMSS. It's a very important decision, and I can now confidently say it was the right one.

The product was excellent, but the differentiator for me was the level of service. They are truly a seven day a week manufacturer, available at all hours. It's unfortunate that this is the new business paradigm, but the 9-5 work day is all but gone. This work ethic and attention to detail is evident throughout the entire IMSS team. They seemed to always be informed, even if I just had a one on one conversation with Mike Gompertz.

For example, we had misplaced a few of the window surrounds which I communicated to Mike. Not thirty minutes following, I received an email from Steve (a member of the team) with tracking information for the additional surrounds needed.

Mike Gompertz is a man of integrity, and IMSS exceeded my high level of expectation.

Please feel free to contact me directly to discuss further.

Sincerely,

Scott Berkowitz
Boutique Hotel, LP
Aloft Hotel – Beachwood
Managing Partner
Direct: 216-570-9400
Email: scottberkowitz2@gmail.com



November 20th, 2012

Michael & Linda,

I would like to begin this letter saying thank you for the services you provided. Your whole team has contributed significantly to making our project a success in every way. I know your team worked many weekends and 18 hours a day to review our drawings and measurements. You were able to rush and turn around shop drawing revisions overnight time; in order to find out many problem areas in our floor plans, electrical and window issues, and much more. My construction and design team really appreciate you double checking every dimension, sending us a troubleshooting checklist to make sure everything was right before you started production. We will definitely use your services in our future hotel projects.

Best regards,

Cecilia Roz

Project Manager
HES Management and Services LLC
Cel: 786-486-8957



October 10, 2012

To whom it may concern:

This letter is to recommend IMSS LTD INTERIORS/ UOT as a very competent, committed vendor who has certainly stepped up to meet the challenging demands of our project.

They have done an outstanding job in meeting our requirements of quality and timely performance, indeed exceptional delivery, in view of the continuous ongoing design changes throughout the model room and production run timelines. As well they've taken on the responsibilities of providing innovative solutions, on the run, to difficult construction issues.

Our project has required numerous last minute changes. They have worked week-ends and overtime to meet those challenges and our demanding schedule.

They seem 100% committed to their client's satisfaction despite all challenges that arise. I cannot say enough good things about their performance and quality and do highly recommend them as a dependable case good vendor.

Sincerely,

Jason Durbin
VP Project Management
Azul Hospitality Group

STONEHILL & TAYLOR
ARCHITECTS AND PLANNERS

To Whom It May Concern;

IMSS provided all of the case goods designed to our custom specifications for the Radisson Lexington Hotel in New York City. The quality of the workmanship was exceptional and solidly built, and exactly as we designed them. These pieces went into all 600 guestrooms and suites alike, and have functioned extremely well in a busy hospitality market such as Midtown New York, whose occupancy rate is nearly 95% year round. The quality of the materials, hardware and workmanship met our expectations, in addition to IMSS providing all of the products to the Hotel on time.

We look forward to working with IMSS in the future.

Sincerely,

Laura Plasberg, IIDA
Project Designer

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31 WEST 27TH STREET
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From: Amy Burchette [mailto:amy@portfolioforhospitality.com]
Sent: Wednesday, October 12, 2011 8:40 AM
To: Curt Simons
Subject: Omaha Lobby Furniture

Hey Curt - I just returned from the installation of the lobby furniture at Omaha and all of the IMSS pieces looked fantastic! This was a great introduction to IMSS and we were very pleased with the entire process from quotes, to shop drawings and finish samples to final product. IMSS will definitely be on our bid list for furniture (casegoods and upholstery) in the future!

Thanks again!

Amy Burchette

amy@portfolioforhospitality.com
t: 281.443.8484 f: 281.443.8787



PLEASE MAKE NOTE OF NEW ADDRESS AND EMAIL

From: Bill McBain <bill@hospitalitypurchasingconsultants.com>

Date: Wed, 07 Oct 2009 12:23:14 -0600

To: Laurence Stumbke <laurence@scientology.net>, Irwin Miller <irwin_miller@gensler.com>, Barbara Best-Santos <barbara_best-santos@gensler.com>, Yuka Mizutani <yuka_mizutani@gensler.com>

Subject: Custom Furniture meeting 10/5 in LA

Laurence,

I know that Barbara Best-Santos (BBS) is developing the final meeting notes from our meeting on Monday, October 5 in Gensler's Santa Monica offices with the custom furniture manufacturers. We invited three different companies to attend, Royal Custom Design (RCD), IWS and IMSS. We gave all three manufacturers 9 days notice of the meeting and the goals for the meeting. Unfortunately (or fortunately) only IMSS was in attendance. RCD withdrew their bid for the LA Org and Hollywood TC 5 days before the meeting and did not attend. They cannot commit to delivering furniture in 8 weeks. IWS was a total no show (I still don't have an explanation from them on why they didn't attend). We met with both Kit and Mike from IMSS for 3.5 hours and the meeting was VERY productive. Irwin, BBS, Yuka, Irina and myself all agreed that IMSS brought excellent ideas and feedback to help create the look, quality, efficiency and cost reductions we are all after.

I came away from the meeting with an even deeper respect for the type of people that Mike and Kit are and how they truly are a partner in meeting our (CSI, Gensler and HPC) goals and objectives for each project. To date, I have had over 25 manufacturers (Saniharto, Coast to Coast, Fleetwood, RCD, Kimball, American of Martinsville, FDS just to name a few) who have either no bid or have come in so high in cost or lead time that we would not be able to meet our budget or opening dates. This has been frustrating/puzzling considering the global economic slowdown. IMSS has manufactured Dallas, Nashville, Quebec, Las Vegas and Washington DC with extremely short lead times (2 - 4 weeks from time of approved shop drawings) and delivered a very high quality product for the lowest cost. To meet the Washington DC air freight shipment date, they had the factory run double shifts/overtime without charging us any additional money. IMSS has created structural integrity solutions to insure that the product not only looks good but will last a long time. Just as all of us (CSI, Gensler and HPC) have learned considerably from these early projects, so has IMSS. This knowledge gained certainly makes it easier for Gensler and HPC to work with IMSS and insure that the finished product is exactly what was envisioned.

I am committed to continue to find additional resources/manufacturers for the custom furniture for future projects. What the HPC team has learned from these initial projects is that we need a custom furniture manufacturer that has the capability to;

- 1) Commit to extremely tight manufacturing timelines
- 2) Meet the high quality expectations
- 3) Manufacture low volume, custom designed furniture
- 4) Stand behind their product

I just wanted to let you know that IMSS is committed to being a partner to help us (CSI, Gensler and HPC) achieve our projects goals.



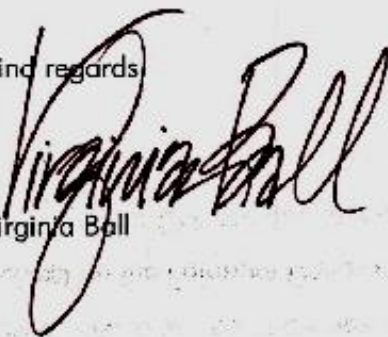
March 11, 2008

Michael A. Gompertz
IMSS, Ltd.
54 La Compana Rd.
Orinda, CA 94563

Dear Michael,

Just a note to let you know how wonderful it was to work with Kit (Christopher Scales) on the Fairmont Dallas Hotel project. While coordination of design details with a Chinese manufacturer is sometimes challenging, I found myself actually looking forward to Kit's calls. His attention to detail and in-depth knowledge of the furniture-making process helped make this project a success for everyone involved.

Kind regards

A large, fluid, handwritten signature in black ink that reads 'Virginia Ball'. The signature is written over the printed name 'Virginia Ball'.

Virginia Ball