

August 13, 2012

To Whom It May Concern,

For the past 5 years, I have had the pleasure of having Andrea Ruano's assistance in keeping my home clean. She was recommended to me by a colleague whose mother's home she cleans. I have in turn recommended her to other colleagues, friends, and family. Andrea regularly dusts, vacuums, and cleans the various surfaces and appliances in all rooms of our house. She is also willing to do larger projects for us that are out of the scope of regular maintenance, such as deep cleaning, sorting, and organizing. She is thorough and does a wonderful job with everything I have asked her help with.

What I especially value in Andrea is her integrity, flexibility, and work ethic. She is always on time and does what we have agreed upon (sometimes even a little more). I have learned over the years that she does not require supervision to be sure she does the job right. I now leave a key for her and trust her to respect my home as she would her own. My trust in her work ethic extends to her as a person of character. She is honest and on the infrequent occasion that an issue arises, she is forthright and communicates with me to seek a solution. Another quality that I appreciate in Andrea is her flexibility. There are the rare days when schedules need to be changed and she is always willing to work with me to find mutually agreeable alternate times.

Andrea has become a friend to the family and will often help my aging mother with errands and chores well beyond the scope of her duties in my mother's home. Andrea is a fantastic mother, a trustworthy friend, and an excellent employee. It is my pleasure to recommend her to others' who need her talents. I am confident that you will be pleased with her work and impressed by her knowledge of the "tricks of the trade".

Sincerely,

Valerie H.