

**The World Bank**  
Washington, D.C. 20433  
U.S.A.

A. DAVID KNOX  
Regional Vice President,  
Latin America & Caribbean

To Whom It May Concern:

Mr. Stephen Roberts painted several rooms in our home including the kitchen where he cleaned down and refinished all the cabinets. On each occasion we were very satisfied with the quality of his work and found Steve to be an honest and reliable person to work in the home.

*A. D. Knox*

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# Procter & Gamble

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The Procter & Gamble Distributing Company  
P.O. Box 333  
Cincinnati, Ohio 45201

To those wanting a QUALITY PROFESSIONAL PAINTER;

This is to recommend Stephen Roberts, who recently moved from the Seattle area to Cincinnati.

Stephen did interior painting work for me last year and was to have painted the exterior of my home this Fall. Unfortunately, he relocated before I was ready.

Stephen Roberts is a very high quality professional who demands perfection of himself while being open, honest, and extremely fair to his customers. I was extremely delighted with his painting, staining and varnish work. He was reliable and kept every commitment he made to me. He was clean and went well beyond my high expectations for detailing and follow-up. I was hoping to have Stephen do all of my painting work because I have not been able to find anyone come close to providing the Quality or Value in Painting, and Reliability is very rare within the industry (but consistent with Stephen).

Please note that I have a passion for Total Quality and have high expectations for service providers since I am the Customer.

Home:  
7800 W. Mercer Way  
Mercer Island, WA 98040  
(206) 232-8677

*Ray R. Brook*

Ray R. Brook  
Product Supply Market Manager  
Procter and Gamble  
P.O. Box 90000  
Bellevue, WA 98009

CRAVER, MATHEWS, SMITH & COMPANY, INC.

282 North Washington Street Falls Church, Virginia 22046 703/237-0600

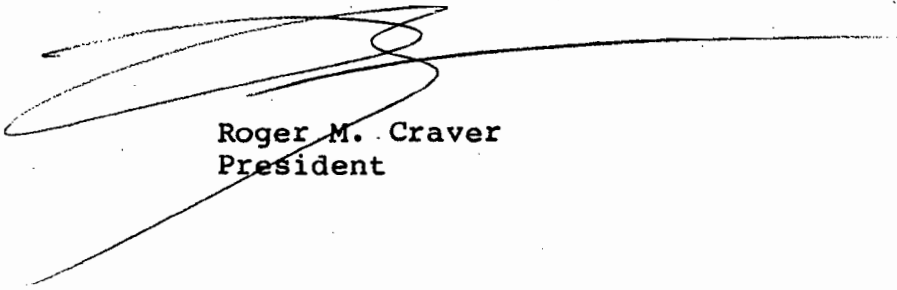
To Whom it May Concern:

For almost ten years, I have been fortunate to use the services of Stephen Roberts.

Stephen has produced superior quality work at competitive prices each time I've used him, both in my personal and professional lives. He is a painter who takes pride in his knowledge of materials, who invests the energy required in the often unpleasant tasks of preparation, and who manages his work carefully to meet deadlines.

I would recommend Stephen to anyone considering his services. You can feel confident that all details will be attended and perhaps even more importantly, you can feel confident with him in your home.

Sincerely,



Roger M. Craver  
President

[14900]

SONNY JURGENSEN

POST OFFICE BOX 53  
MOUNT VERNON, VIRGINIA 22121

To whom it may concern:

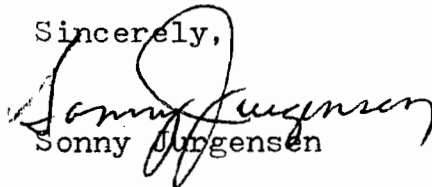
In the summer of 1986, a painter was recommended to me for some interior painting of my home. The young man recommended was Stephen Roberts and he painted three rooms in my home.

I found his work to be excellent, his manner friendly, but professional, and his crew polite and competent. He was neat, thorough and finished the job when he said he would at the estimated cost.

I was impressed not only with the job done by Mr. Roberts, but by his professional knowledge and his sincerity.

Obviously, I am recommending him and do so unconditionally.

Sincerely,

  
Sonny Jurgensen

January 10.

Hall of Fame  
Washington Redskin  
Quarterback

8601 Greeley Boulevard  
Springfield,  
Virginia 22152

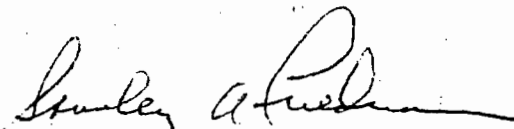
7 November

TO WHOM IT MAY CONCERN:

During the summer of 1985 I engaged Mr. Stephen Roberts to do a substantial amount of interior house painting. His work was outstanding in every way. He was prompt, careful and thoroughly professional.

If I had the opportunity, I would certainly have him perform additional work in the future.

I recommend him most highly.



STANLEY A. FRIEDMAN  
Colonel USAF (Retired)

Charles V. Lynch

6533 Elmdale Rd.  
Alexandria, Va. 22312  
(703) 354-6634

2200 S. Ocean Lane #808  
Ft. Lauderdale, Fl. 33316  
(305) 761-8586

November 17

To Whom it may concern:

During the past year Stephen Roberts did two or three painting jobs at my home near Alexandria, Virginia.

I found him to be very conscientious and his work of the highest quality.

Sincerely,

Charles V. Lynch, Sr.

**CHARLES V. LYNCH, SR.**

Real Estate Investments  
6533 Elmdale Road  
Alexandria, VA 22312  
703/354-6634

2200 S. Ocean Lane  
Ft. Lauderdale, FL 33316  
305/761-8586

The Cliffs, No. 1523  
Wintergreen, VA  
804/328-1121

# MOUNT VERNON

REALTY, INCORPORATED



"THE GREAT NAME IN REAL ESTATE"

**W. HOWARD ROOKS**  
President

**DOLORES T. FALCE**  
Corporate Secretary

**JOSEPH C. HOLBROOK**  
Vice-President

**RICHARD C. PURVIS**  
Vice-President

**EXECUTIVE OFFICES**  
6000 Stevenson Avenue  
Alexandria, VA 22304  
(703) 370-4600

**SPRINGFIELD OFFICE**  
7210 Old Keene Mill Road  
Springfield, VA 22150  
(703) 569-9700

To Whom It May Concern:

Letter of Recommendation (Stephen Roberts)

I am happy to recommend Mr. Stephen Roberts to prospective clients for his painting and general maintenance skills. He has done extensive painting and general repairs for this office, as well as other Sales Offices in our company. He has always been dependable, thorough, attentive to our needs and cooperative. He has been especially helpful in assisting us in purchasing material and advising us concerning colors, qualities, etc.

He has worked for us over a two year period. During that time he has started and completed all tasks in a timely manner. If you desire further information, please contact me at (703)569-9700.

Sales Manager  
Springfield Office



Serving The Entire Washington Metropolitan Area

TO WHOM IT MAY CONCERN:

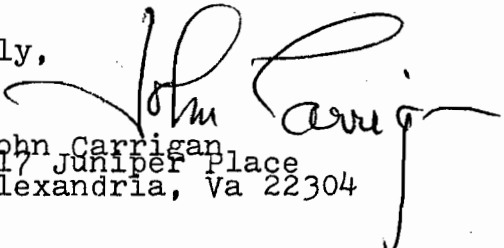
On several occasions in recent years I have engaged the services of Stephen Roberts to do both exterior and interior painting and related restoration work on my properties.

I have been completely satisfied with his workmanship and the attention he gives to providing satisfaction. In particular his preparation work has been most thorough. And, I have been pleased with the caliber and concern of his employees

I have also been satisfied that Mr Roberts has selected quality products, and has priced his work in a consistently reasonable manner.

I regret that he decided to relocate and follow the Greeley - Go West Young Man - Suggestion.

Sincerely,

  
John Carrigan  
917 Juniper Place  
Alexandria, Va 22304

INTERNATIONAL  
PUBLIC AFFAIRS CONSULTANTS, INC.

POST OFFICE BOX 9376 · ARLINGTON, VIRGINIA 22209 · (703) 522-4494

WILLIAM A. KEYES  
PRESIDENT

YVONNE BORIE  
LEGISLATIVE COUNSEL

June 5

Mr. Stephen Roberts  
10814 SE 186th Street  
Renton, Washington 95058

Dear Stephen Roberts:

God bless you.

I hope you and your family have adjusted well to your move to the Seattle area. And I hope business is going well for you.

I thought of you today because my wife and I talked with our realtor about the appreciation of the value of our house. According to her, we could put the house on the market today for more than \$200,000 more than what we bought it for a couple of years ago!

A big reason for the appreciation is the way the house "shows." And, of course, much of its appeal is due to the outstanding job of painting that you did for us.

If you have potential clients who need references, feel free to show them this letter or have them call me.

Warmest regards to you and your family.

Sincerely,



William A. Keyes  
President



**Western Airlines**

February 19.

TO WHOM IT MAY CONCERN

Mr. Stephen Roberts has held painting contracts with Western Airlines in the past. I have found his work to be thorough, his deadlines met and a very clean operation.

I can with confidence recommend Stephen Roberts to provide professional painting services.

Sincerely,

A handwritten signature in cursive script that reads "Deborah Cramer".

Deborah Cramer  
Customer Service Manager

W. A. BROWN  
& ASSOCIATES  
ARCHITECTS • PLANNERS

WALTER A. BROWN AIA  
DOUGLAS W. BREWER AIA

November 13,

Mr. Stephen Roberts  
10814 SE 186th Street  
Renton Washington 95058

Dear Steve:

Both Barbara and I would like to wish you the best of luck in your new venture in the Seattle area.

We thought you would like to know that we really appreciate the excellent painting job you did for us and that we would recommend your work to anyone. It was simply a top quality job performed in a timely, workmanlike manner at a fair price.

Your attention to detail and advice regarding color was also appreciated. It is very difficult to find painters who automatically remove hardware, do a thorough job of spackling and sanding and leave the work area clean and free of paint blobs and spatter. All of this was done in addition to the top-notch paint job.

Many thanks and best wishes to you and your family.

Sincerely,



Walter A. Brown, A.I.A.

/b



• CUSTOM BUILT HOMES • FRAMING • ROOM ADDITIONS • REMODELING

Stephen Roberts  
10814 SE 186th St.  
Renton, Washington 95058

RE: Stephen Roberts

Monarch Builders has sub-contracted work to Mr. Roberts on several painting projects, and although his service to us has been on a limited basis, we have found that his work has met with our standards and specifications. He has completed all projects assigned to him on time and with satisfaction to us and our customers.

Mr. Roberts always performed his work professionally and with good workmanlike procedures.

Monarch Builders was satisfied with his work and therefore, we extend our recommendation without hesitation.

Sincerely,

Sharon Neilson for

Doug Voss, Owner

(703) 339-0100  
Springfield, Va.

(703) 550-8811  
Metro Area

# *R. L. Travers and Associates, Inc.*

*Real Estate - Land Development and Management*

*Post Office Box 686*

*Springfield, Virginia 22150*

## LETTER OF RECOMMENDATION

To Whom It May Concern:

I have known Stephen Roberts for many years and have been most pleased with the quality of his work. I recommend Mr. Roberts to anyone who is looking for an excellent painter.

If you desire additional information, please do not hesitate to contact me.

Sincerely,



Robert L. Travers, President



May 3

To Whom it May Concern,

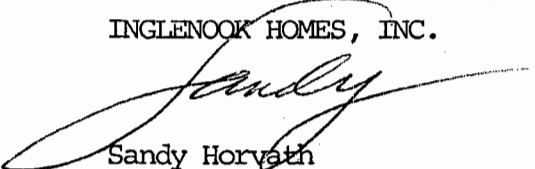
Steven Roberts of Roberts' Painting, Inc. has done our painting for the last two years. He is very professional, and a pleasure to be around. He is kind and considerate and gets along well with our clients and the other subs. He is very conscientious about his work and it shows.

Painting and staining the inside and outside of a home is like the frosting on a cake. It can make or break the desire to go any further. We're happy to say that with the expert craftsmanship that Steven shows, we always have favorable comments on the uniqueness and quality of the work done by him and his company.

We would highly recommend Steven and his company to anyone requiring a top notch job.

Sincerely,

INGLEBROOK HOMES, INC.



Sandy Horvath  
President

SH/gh

# COTTLE & SWANSON

Certified Public Accountants

## CONTRIBUTING TO YOUR SUCCESS

One Bellevue Center, Suite 1050

411 - 108th Avenue N.E. • Bellevue, Washington 98004

(206) 455-8600

May 19

To: The Small Business Administration

Roberts Painting, Inc. is an accounting client of ours. We have found both Stephen and Patty Roberts to be very competent, friendly and honest individuals. We also know several business associates, friends and customers of the Roberts and they all speak very highly of Stephen and Patty, the quality of their work and their company.

Roberts Painting, Inc. is operated jointly by both Stephen and Patty. Stephen appears to be a very competent business man with a desire to do top quality work. Patty has the knowledge and expertise required to handle the record keeping requirements with ease. They make a good business team.

We give Stephen and Patty Roberts and Roberts Painting, Inc. a well deserved recommendation. We urge you to give their application a favorable review.

Sincerely,

COTTLE & SWANSON, CPA's



Thomas Swanson, CPA  
Partner

TS/cc

PMI

P R O M A T I O N   I N C O R P O R A T E D

5245 SHILSHOLE AVE. N.W. • SEATTLE, WA 98107 • TEL. (206) 789-8775

January 5, 1988

TO WHOM IT MAY CONCERN:

As a recommendation to Stephen W. Roberts, as an individual painter, we like to express our satisfaction not only for a job well done, but also for the artistic value and attention to detail exhibited by him.

The paint job was completed in December 1986. The timely completion of this Twelve Thousand Dollar painting project welcomes Mr. Roberts for our future painting needs.

Sincerely,



Stavros Mihail  
President



# THE OLYMPIC HOT TUB COMPANY

433 North 34th • Quadrant Lake Union Center • Seattle, WA 98103 • (206) 634-0700 • 1-800-448-8814

December 11

TO WHOM IT MAY CONCERN:

Stephen W. Roberts did interior painting at our main Seattle store and at my own residence in Seattle. At all times he was punctual, hard working and thorough. He kept his commitments as to job quality and job completion dates. I would certainly hire him in the future for any job requiring expert painting. He does excellent work.



R. Blair Osborn  
President





# Family Insurance Checkup

1982  
State Farm Mutual  
Automobile Insurance Company

JAMES E. SULLIVAN, AGENT  
Auto-Life-Health-Home and Business  
P O BOX 795 / 415 SO. 3RD ST.  
RENTON, WA 98057 PHONE (206) 226-3322

February 27

Mr. Stephen Roberts  
16363 130th Ave., SE  
Renton, WA  
98058-5514

Dear Steve,

Enclosed is my check for \$243.23. This consists of the basic charge of \$225.00 plus 8.1% tax (\$18.23). I am very pleased with the quality of job you gave me. Please feel free to use my name if you ever need to give anyone a reference. It's a pleasure to deal with someone who really takes pride in his work.

Sincerely,

*Jim Sullivan*  
Jim Sullivan

**DURON**<sup>®</sup>  
PAINTS & WALLCOVERINGS

April 25

Mr. Stephen Roberts  
7741 Boyd Court  
Springfield, VA 22152

Dear Stepehn:

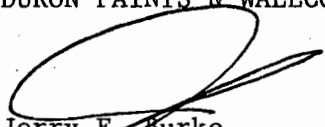
I certainly appreciate the time that you spent with Charlie Riddle and me.

It's people like you that make it easy for a company like Duron Paints & Wallcoverings to be so succssful.

Again, it was a real pleasure talking with you and I look forward to seeing you again in the very near future.

Sincerely,

DURON PAINTS & WALLCOVERINGS



Jerry F. Burke  
Director of Field Sales

JFB/vn

cc: C. Riddle  
P. Pittroff

# KENNETH R. MARAVILLA, M.D.

*Neuroradiology*

5448 156th Avenue S. E.  
Bellevue, Washington 98006  
(206) 543-3320

Home: (206) 562-8092

## LETTER OF RECOMMENDATION

for

**Roberts Painting Inc.  
16363 130th Avenue S.E.  
Renton, Washington 98055**

**DATE: April 12**

**TO: The Small Business Administration**

Roberts Painting Inc. was the painting contractor for a custom designed home we built in 1987. They painted both the exterior and the interior of our home. We have known Stephen Roberts for over a year and we are extremely pleased with the quality of the work performed by his company. Our house was difficult to paint, technically, because of an unusual architectural design style and because it is located on a very steep mountain slope. All of the interior finish materials were custom designed, hand stained and custom finished, yet the quality of the work done by Roberts Painting Inc. was outstanding. We are so pleased with their quality craftsmanship, in fact, that we recommended the company to several friends. The response from our friends has also been very positive.

We have hired Roberts Painting Inc. for several custom jobs since the completion of our home, and again the quality has been superb. The company is not only excellent at their work, but is also responsive to the clients' needs. They have kept us apprised of their work schedule and are consistently able to complete jobs on time, if not ahead of schedule. They have, however, always been gracious in taking the time necessary to answer questions.

Stephen Roberts sets the tone for the professional attitude his crew has. Stephen is able to negotiate a complete and fair price for his work, and then strives to exceed his client's expectations. He is not one to add on charges at the end of a project. His philosophy is to propose a price which will be sufficient to complete the job and to stick with it. This practice seems to be somewhat unusual in the building trades business, but certainly it will continue to be an important asset in his business. Stephen is also refreshingly honest

**Recommendation Letter for  
Roberts Painting Inc.  
April 12**

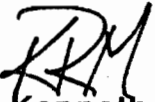
and straightforward in his professional relationships, both with his crew and his clients. He and his crew have earned our trust sufficiently enough that we give them access to our house in our absence.

In addition, Stephen is delightful to work with because of his cheerfulness. He is always positive and optimistic in his dealings with clients and insists that his crew do the same. He and his crew demonstrate a comradery which is productive for the client. Each takes responsibility for getting the job completed regardless of "whose job it is." They will not walk off the job just because it is a certain time if something is not done right. They take obvious pride in their work.

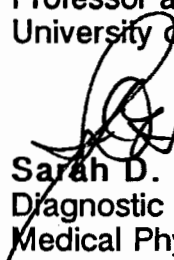
One of the most important attributes that this company has is their attitude about analyzing problems. They will not do something they know is wrong simply because the blueprint or contract calls for it. They take the time necessary to think about the problem intelligently, and to ask questions. This is of critical importance in any housing project, and especially so in the half million dollar and up market which Roberts Painting Inc. works in. This willingness to think, we found, is very rare; most sub-contractors simply do not care enough to make this effort. Stephen and his crew does care and their high quality work reflects this.

In conclusion, we are delighted to give Stephen Roberts and Roberts Painting Inc. our highest recommendation, and urge you to give his application a favorable review.

Sincerely,



**Kenneth R. Maravilla**  
Professor and Director of Neuroradiology  
University of Washington Medical School



**Sarah D. Haynes**  
Diagnostic Radiological Physicist  
Medical Physics Consulting Practice

**BOEING COMMERCIAL AIRPLANE COMPANY**  
SEATTLE, WASHINGTON 98124-2207

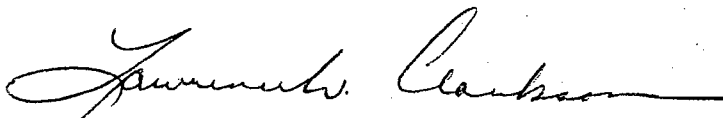
LAWRENCE W. CLARKSON  
SENIOR VICE PRESIDENT  
GOVERNMENT & INTERNATIONAL AFFAIRS

April 26, 1988

Letter of Recommendation for Stephen W. Roberts  
Roberts Painting, Inc.

TO WHOM IT MAY CONCERN:

Roberts Painting, Inc. was the painting contractor for our new home on the Summit in Bellevue. The quality of their work throughout the home is of the very highest standard. We were extremely pleased with the excellent craftsmanship and attention to detail. Following the completion of the home, we had a number of additional custom features installed. Again, Stephen Roberts did the finishing work. The job was completed on time to the highest possible standard. We highly recommend Mr. Roberts and his company.



Lawrence W. Clarkson