

# Cavanaugh's

December 3, 2009

Michael Smith  
Smith Business Solutions  
2899 East Big Beaver Rd.  
Suite 342  
Troy, MI  
48083

Dear Mike,

We have just wrapped up our 'Going out of Business Sale' with Smith Business Solutions and I wanted to take some time to send a note of thanks to your company and to Matthew Miller, the manager who ran my sale. Even having seen many of my colleagues and friends close their businesses over the past year it was still a tough decision to do the same. Luckily, I jumped at the opportunity to work with Smith Business Solutions and have experienced a much more successful sale because of it.

During our sale we managed to do nearly a year's worth of business in just 60 short days, and still ended the sale at a 45% margin overall! In addition, we were able to maintain our high quality merchandise lines and reputation in our community throughout the sale, which was very important to us. Matt proved to be an extremely valuable element to the program, organizing everything from advertising to sales staff. He really went above and beyond our expectations, even staying for a few days after the sale to tie up all the loose ends in our store.

The professionalism and integrity of your manager, sales staff, office personnel and your business as a whole is remarkable. Beyond the amazing results that you produce, it is a pleasure to work with your company.

I am very impressed with the tremendous success that Smith Business Solutions made my sale and would recommend their services to any retailer out there.

Sincerely,



Richard Oppio  
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**135 North Sierra St. Reno, NV 89501**  
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