



January 15, 2015

Ms. XXXXXXXXXXXXX  
Executive Housekeeper  
Ace Hotel New York City  
20 West 29<sup>th</sup> St.  
New York, NY

**RE: Summary of savings and waste diversion**

Dear XXXX,

Thank you for the opportunity to serve the Ace Hotel. Pillow-Fresh completed the cleaning and restoration of your existing inventory, the majority of which were 50% down/50% feather pillows manufactured by Harbor Linen of varying weights and sizes. The following table summarizes the final counts and estimated savings:

<b>Pillows Restored</b>	<b>Cost per Pillow (inc tax)</b>	<b>Cost of Comparable if purchased New</b>	<b>Total Savings</b>
582 Standard	\$14.02	\$32	\$10,500
327 Kings	\$14.12	\$45	\$10,100
909 Total	\$12,700	\$33,300	\$20,600

**TOTAL SAVINGS ESTIMATE OF \$23/PILLOW OR 63%**

**WASTE DIVERSION ESTIMATED AT 1,800 POUNDS**

**Restoration Process:**

- Treated filling in Pillow-Vac<sup>®</sup> machine. The germicidal UVC/Ozone bulb, plus the agitation and sifting cleaned and sanitized the filling.
- Added fill by combining your pillows to meet your fill objectives based on volume. Estimated that you received 81% of your original pillow total.
- Blew filling into new 230-thread count 100% cotton feather proof cover.
- Opening sewn closed with double stitch using upholstery thread and dated tag sewn on.
- New pillow filling weight averages 45 oz. for kings and 32 oz. for standards.
- Cleaned 716 pillows on site and 193 via pick-up and delivery.



I believe your cleaned and restored pillows are as good as newly purchased pillows. In addition to saving over \$20,000 you also decreased your landfill waste by 1,800 lbs. I would recommend that you institute a regular pillow cleaning schedule beginning in 12 to 18 months to maintain your current inventory. If you clean 75 pillows per month, you can cycle through your entire inventory every 12-months, providing your guests with consistently clean and comfortable pillows and significantly reducing the need to purchase new pillows in the future. You should also be able to save on the number of pillow protectors that you purchase. Please call me if you have any questions or need any assistance with your pillows in the future.

Thank you for the opportunity to serve you.

Sincerely,

A handwritten signature in black ink that reads "Brian Guernier".

Brian Guernier  
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