



June 19, 2014

Mr. James XXXXXXXXX  
 General Manager – Hotel Palomar  
 XXXXXXXXX  
 XXXXXXXXX  
 XXXXXXXXX

**RE: Pillow Cleaning Results**

Dear James,

I arrived on Tuesday May 27, and completed the cleaning of 434 pillows on Sunday June 1. As part of the process you increased the weight of your pillows by 2 ounces. Using your existing pillows as additional filling resulted in a loss of 31 pillows (value new = \$1,370). The following chart summarizes your results:

<b>SUMMARY</b>	<b>Original</b>	<b>New</b>
<b>Pillow Weight</b>	32 oz.	34 oz.
Weight of Filling	28 oz	30 oz.
Weight of cover (tick) =	4 oz.	4 oz.

  

<b>COST SUMMARY</b>	<b>NEW</b>	<b>RESTORED</b>
PER Pillow Cost:	\$44.20	\$11.20
Additional Costs/Pillow:	\$ 5.00 <i>(shipping estimate)</i>	\$ 3.16 <i>(\$1,370/434 = \$3.16)</i>
<b>TOTAL</b>	<b>\$49.20</b>	<b>\$14.36</b>

**SAVINGS OF \$34.84/PILLOW OR A TOTAL OF \$15,121.**

**Restoration Process:**

- Treated filling for 3 minutes in Pillow-Vac machine.
- Added 2.0 oz. of 50/50 feather/down from existing inventory.
- Blew filling into new 230-thread count 100% cotton feather proof cover.
- Opening sewn closed with double stitch and dated tag sewn on.
- New pillow weight 34 oz., with 4 oz. for new cover and 30.0 oz of filling.



**RECOMMENDATION:**

I believe your cleaned and restored pillows are as good as newly purchased pillows. In addition to saving over \$15,000 you also decreased your landfill waste by 900 lbs. I would recommend that you institute a regular pillow cleaning schedule beginning in 12 months to maintain your current inventory. If you clean 40 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. 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,

Brian Guernier  
Pillow-Fresh  
407-257-5277  
[brian@pillow-fresh.com](mailto:brian@pillow-fresh.com)  
[www.pillow-fresh.com](http://www.pillow-fresh.com)