

April 26, 2010

To Whom It May Concern:

I am only too happy to tell you how pleased I was when Practical Fitness and Wellness assumed the management of the Health Club at the Copley. I was a member of the Board of Managers at the time as well as a regular user of the Club.

This young and driven management company brought change immediately. It became more welcoming with much better signage, designer towels instead of paper, fruit and snacks as well. The general maintenance improved, as well as the staff's attentiveness. And Mr. Greenspan suggested a new arrangement of the equipment that accommodated the guests' preferences in a much more sensible and convenient way.

We have recently moved to the Sheffield and hope someday that the amenities will be completed! I have already recommended PF&W. But in the meantime, I have used their Concierge services for fitness training and massage therapy. Both have worked out beautifully.

I think that Practical Fitness and Wellness is a wonderful fit for any facility and know you will be very pleased with their performance.

If you have any questions, please contact me at rme@glynnis.com.

Sincerely,

Ronnie Eldridge