



January 12, 2010

To Whom It May Concern:

This letter is to provide a reference for Universal Services Associates, Inc. of Philadelphia, Pennsylvania. I have had the pleasure of working with Michael Myers and his team for the past two years on a major renovation project at our facility. During the design development phase, USA, Inc. provided invaluable feedback that helped make the interactive exhibits work better, while still keeping within our budget. During exhibit fabrication, this company kept us informed by emailing photos, and posting videos of test runs on YouTube, a service that allowed large amounts of data to be shared with virtually no impact to our mail servers.

Progress meetings at their offices were organized and efficient. (I might add that they found the best sandwiches in town for the lunch portion of the meetings; making the trip to Philly worthwhile on that point alone.) Their shop is well equipped and staffed with skilled craftsmen capable of working with most materials used in exhibit construction. Phone conferences were similarly organized and ran smoothly. All parties knew what their next assignments were at the end of each meeting.

Part of their exhibit installation involved working in areas open to our public. USA, Inc. staff maintained a courteous and professional appearance while solving the inevitable problems that arise during this phase. They made sure I was aware of their progress and walked me through the punch list phase until we were satisfied with the product. They also follow up after the exhibit opens and provide support for any repairs or modifications needed.

In summary, I found USA, Inc. to be an efficient, professional, and creative company. I will not hesitate to approach them again for our next exhibit project.

Sincerely,

Maylon White  
Director of Exhibits & Animal Husbandry  
Virginia Aquarium and Marine Science Center