



THE PORT AUTHORITY OF NY & NJ

April 8, 2010

Sergio Benvenuto
Modern Facilities
733 Ridgedale Avenue
East Hanover, New Jersey 07936

Dear Mr. Benvenuto:

It is with great pleasure that I invite you to attend the Port Authority Aviation Department's Customer Care Awards Luncheon on Wednesday, May 12th, 2010, beginning at Noon in our Board Room on the 15th floor at 225 Park Avenue South, between 18th and 19th Streets.

This is the fifth year we are recognizing the dedication and commitment of both our partners and contractors with our annual Customer Care Awards. These awards are based on the results of our Performance Measurement Program, which include the customer satisfaction survey, mystery shopping and quality assurance inspections.

I am pleased to announce the 2009 Customer Care Award for "Best Performance by a Port Authority Contractor for Cleanliness and Condition" will be presented to Modern Facilities for their cleaning team at Newark Liberty International Airport Terminal B. Modern is being recognized for having the fewest standards missed in our quality assurance inspection program for cleanliness, condition and functionality of Terminal B.

We look forward to presenting this award to you at the luncheon on May 12th. Please respond by April 23rd to Maggi Villane, Manager, Customer Care Programs and Partner Relations. Maggi can be reached at 212.435.3749 or at mvillane@panynj.gov

Please accept my sincere congratulations on an excellent year and I look forward to seeing you on May 12th.

Sincerely,

Lysa Scully
Assistant Director
Customer, Concessions & Airport Services



225 Park Avenue South
New York, NY 10003