



CITY OF MOUNT VERNON, N.Y.

FIRE DEPARTMENT
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November 24, 2009

Minerva Bunker Gear Cleaners
138th and Willow Avenue
Bronx, New York 10454

Dear Giorgio and Joe,

I wanted to take this opportunity to thank you for the exceptional service that we, the Mount Vernon Fire Department, have come to know from Minerva. Since our first meeting with Joe, in the spring of 2009, our experience with your company has been outstanding.

I still remember the day that Giorgio called to set up an appointment with us so that he could explain the services provided by Minvera and the reasons why we should choose your company. After meeting with Joe at our Fire Headquarters in Mount Vernon, we thought his presentation was too good to be true. Joe spoke about your competitive pricing, high quality craftsmanship and dedicated customer service. We decided that we needed to see your operation with our own eyes, so we asked to come for a visit.

Joe arranged for a tour of your facility, and after only 15 minutes, we thought we had seen the entire operation of washing machines and decontamination areas. To us, it looked like any other commercial dry cleaners and laundry. Wow, we were wrong!

As Joe continued the tour, we were amazed at what Minerva had to offer. We walked through the facility and we were flabbergasted because there was turn-out gear as far as the eye could see. The operation was seamless and each person had a specific responsibly and prescribed tasks to complete. There were at least twenty seamstresses working to repair all types of turn-out gear, inspecting each and every piece as if each one was preparing to wear it in a structure fire or hazardous condition.

We could see the pride each person took in completing the process for repair and inspection. In addition to the seamstresses, there were floor supervisors present to ensure that the gear was properly cleaned, dried, repaired and reassembled before being returned to service. To ensure that each individual piece of gear was returned to the proper department, each was bar coded and inventoried. It was clear to us, that Minerva had thought of every detail and left nothing to chance.

Following our tour, we quickly made arrangements to have all of our turn-out gear cleaned, repaired and outfitted with Gemtor loops. We were amazed that all of this was completed in approximately 3 days from pick-up to drop-off at our fire houses.

Our Fire Officers and Fire Fighters are saying that the gear is like brand new and the morale has been boosted throughout our department.

I am grateful to Giorgio for making that phone call last spring. Minerva has allowed us to improve the condition of our turn-out gear and comply with NFPA 1851. We could not be more satisfied with your company and we look forward to working together in the future. In the short time that we have been working together, I have already highly recommended your services to other fire departments.

Respectfully,

Theo W. Beale Jr.

Theo Beale Jr.
Deputy Fire Commissioner
City of Mount Vernon