



**THE WESTERN  
PENNSYLVANIA HOSPITAL**  
**FORBES REGIONAL CAMPUS**

WEST PENN ALLEGHENY HEALTH SYSTEM

2570 HAYMAKER ROAD, MONROEVILLE, PA 15146

412-858-2000

March 25, 2008

To Whom It May Concern:

This letter is intended to express my satisfaction with services provided by Iron City vending here at Forbes Regional Hospital.

Prior to entering into a business partnership with Iron City vending, another large local company held the contract with Forbes Regional:

The state of the equipment was poor and unclean, the service was not responsive, and the representative of the company did not make an effort to make regular contact with me. In addition, the commission rates had not been reviewed for several years. Due to these reasons, the contract was not renewed.

After reviewing proposals from several companies and meeting with their representatives, a decision was made to select Iron City Vending based upon several criteria. However, one of the most critical issues was service. When machines are out of service or empty the effect on the commissions paid is significant.

With pleasure I can say that Iron City Vending has consistently exceeded my expectations with respect to service, cleanliness, quality, and selection. When a service call is placed, I know that the problem will be addressed as soon as possible.

Pete, who is the owner of ICV, has conducted himself in a professional and friendly manner and is personally involved with every aspect of his business. He understands the hospital culture and works his service around the needs of the facility.

The most important point is to convey that Pete is honest and does exactly what he promises. After three years, his service has never become lax in any way.

I would most definitely recommend Iron City Vending.

Sincerely,

Bob Peterson  
Director of Food & Nutrition  
Forbes Regional Campus