

Richard A. Dolan
Chairman
Ed Keefer, President
Story & Clark Pianos
Ann A. Jones
Customer Service



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Chief Operating Officer
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May 22, 2000

TO WHOM IT MAY CONCERN:

Kwik Klean has cleaned the carpets at QRS twice a year since at least 1995. The work has always been of professional quality and completed in a timely manner.

I am happy to recommend Kwik Klean.

Sincerely,
QRS MUSIC TECHNOLOGIES, INC.

A handwritten signature in black ink, appearing to read 'R. J. Berkman', is written over a horizontal line.

Robert J. Berkman
Chief Operating Officer