

Kathleen Huntsmen

November 6, 2018

To whom it may concern,

As a former Vice President, COO, and President of several Franchise systems, it my pleasure to submit a letter of recommendation for Kyle McManus. I worked closely with Kyle in a brand that, at the time, was called Doctors Express Urgent Care. As a start-up, I was concerned with assisting franchisees with construction of their facilities and ensuring a consistent brand footprint. I needed help with sourcing materials, bidding the jobs, hiring sub-contractors, tweaking design elements and ensuring quality construction processes and results. As a medical facility it was vital that everything be clean, efficient, and properly installed.

Kyle became my construction partner and I cannot say enough about his competency as a construction manager and leadership in building a repeatable construction process. Kyle educated me and my team on our role in communication and approvals for a smooth construction process. If issues arose, Kyle jumped in and resolved them. We had weekly communication calls and report tracking. Construction costs were tracked and provided to my team for analysis. The job bidding process was also transparent and professional.

When we first rolled out Kyles company as the required construction partner, we received complaints from franchisees who wanted to manage the process themselves. In a short period of time those franchisees became Kyles biggest fans. They reported to me how good the construction was and how his leadership allowed them to focus on marketing and operational preparation. They appreciated Kyle for his attention to detail, his constant communication with them, his hiring and management of sub-contractors. Kyle built over sixty urgent care facilities for me in 23 states. Every single one was well built, delivered on time and within budget. Franchisees appreciated his work and reassured our new franchisees that they should be delighted to have such a valued partner in getting their business built and delivered to them.

I have worked with other construction managers in my career. None were as good as Kyle. It is my pleasure to recommend this skilled craftsman to you for consideration.

Sincerely,

Kathleen Huntsman