



AGC
THE CONSTRUCTION
ASSOCIATION



A Message from a Happy Client | Starbucks

To whom it may concern,

It is my pleasure to provide this letter of recommendation for Pacific Facility Solutions Group. I had the privilege of partnering with Ashley and their team for 3 years during my 22½-year tenure with Starbucks, where I oversaw numerous facilities, maintenance, and construction projects across a broad portfolio.

Pacific Facility Solutions consistently delivered high-quality work across a wide spectrum of services, including full interior repainting, caulking, grout, concrete and floor tile work, cabinetry, countertop repair/replacement, and various handyman and exterior projects. Regardless of the project's size or scope, their professionalism and attention to detail remained excellent. What truly set Pacific Facility Solutions apart was their outstanding communication.

From project kickoff to final walkthrough—and throughout our weekly review meetings—their team was responsive, transparent, and proactive. They worked diligently to maintain our service level expectations. Beyond their technical capabilities, I was continually impressed by their personal commitment to the success of each project. They genuinely care about the quality of their work and the satisfaction of their clients, which made them an exceptional and trusted partner over the years. I recommend Pacific Facility Solutions without reservation to any organization seeking a reliable, professional, and personable facilities services provider.

Sincerely,

Al Ward - Facilities Service Manager | Starbucks Coffee Company for 22 years

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