

August 14, 2011

Dear Sir or Madam,

A friend and I came to Bishop Spencer Place last week to say good-bye to our friend in York who recently passed away.

We were very impressed with the facility and believe the Hilton would be envious. But more than the physical plant, we were impressed with the friendliness and compassion of the personnel. After dutifully standing our vigil for a couple of hours, we decided to go have a drink, and were delighted to enter the small bar on the premises.

We were served by a pretty young lady named "Mary" who was a shining star. She would not accept a tip, although we tried. I didn't get the names of other personnel, but would put them all into close to Mary's category.

Yours truly,
David



THE PLACE TO BE FOR OVER 15 YEARS