

Hands-on Health

We Bring the Spa to You!

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To Whom It May Concern:

I am writing a recommendation letter for Suzanne Ailie Ham as her employer who works with her regularly and knows her well; we call her by her middle name, Ailie. Ailie Ham is one of my Senior Staff and a Lead Practitioner who we trust to work with our most VIP celebrity clientele. She has worked with my company as a licensed massage therapist for over two and a half years- we're approaching three- and she answered the business phone prior to that while she was in massage school. Ailie had previous massage and holistic health training, however, Washington, D.C. required that she attended a school approved by our state.

Hands-on Health is a luxury licensed massage and spa company. We have contracts and professional relationships with numerous Ritz-Carlton Hotels, four diamond, four star, and the only five star in Washington, D.C., the Four Seasons Hotel. We also have contracts with the exclusive Ritz-Carlton Boutique Hotel in Georgetown and the Willard Intercontinental "I" Spa. Ailie is an exemplary practitioner who is requested at our most posh accounts and for our very high end and hard to please guests.

She is educated, skilled, credentialed, insured, and more importantly, she is someone who can work with different personalities and challenging situations well. This is a unique business and the longevity of a practitioner is usually a year except for a few people who have the right combination of skills and personality.

Ailie is very responsible, ethical and always goes the extra mile by helping out the company when we are overbooked; she will change her schedule and often gain a repeat customer who prefers her professional massage session over other practitioners. Ailie has worked by request with lead players of the Cleveland Cavaliers, Washington Wizards, numerous professional athletes as well as leaders of state, country, and your neighbor next door. She is very educated in anatomy and physiology and uses her education to triage clients who downplay serious injuries or conditions. I am very pleased to work with Ailie as well as know her as a person. She is extremely trustworthy and reliable.

In addition to being a business owner, I also serve as the mayoral appointed Chair for the Massage Therapy Board for the Washington, D.C. Health Department and recently served as the president of the American Massage Therapy Association (AMTA) Washington, D.C. chapter (2002-2004) so I recognize others with similar commitments to serve the greater community and promote our profession in a conservative, appropriate, and ultra professional manner. I am very pleased working and knowing Suzanne Ailie Ham and believe that she is an exceptional person. Please contact me if you have any questions.

Sincerely,
Angelique C. Bella
Hands-on Health owner
202.744.5032
www.dchandsonhealth.com
info@dchandsonhealth.com

BOARD OF ZONING ADJUSTMENT
District of Columbia

CASE NO.

18267

EXHIBIT NO.

5

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