

FOR IMMEDIATE RELEASE

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**Wentworth Group, Inc. President, Michael A. Mendillo,
Scheduled to Present at Net Promoter Conference in New York
City.**

West Long Branch, New Jersey – October 21, 2009 –The Wentworth Group, Inc., a FirstService Residential Management Company, will be recognized at the upcoming Net Promoter Conference held at the Grand Hyatt in New York City. Michael A. Mendillo, President of Wentworth Group, Inc., and Roger Thompson, Vice President of Operations of FirstService Residential Management, will present *Getting Started with Net Promoter* at this national event.

Net Promoter® is a loyalty metric and a discipline for using customer feedback to fuel positive, profitable growth in an organization. The concept was popularized through Fred Reichheld's book *The Ultimate Question* and has been adopted worldwide as a standard for measuring and improving customer loyalty. The Net Promoter Score, or NPS®, holds organizations and their associates accountable for the customer service in which they provide, resulting in change and improved performance. For this to effectively work, a company must have leadership, dedication, and the right processes and systems in place to act on customer feedback and achieve results.

"In order to stay on the cutting edge in our industry, we must be at the forefront of customer service, technological advances and best practices across the board", states

Michael Mendillo. “With this in mind, LEVEL, Wentworth’s client feedback program and adaptation of the world renowned Net Promoter Score, was created to let us know how we are doing and how we can improve. Part of the way in which we assess our success is by asking our valued customer *The Ultimate Question: How likely is that you would recommend Wentworth to a friend or a colleague?* The opinion of our clients and their satisfaction is important to us as we strive to deliver what we promise and raise the LEVEL of service we provide.” It is through the visionary leadership of Michael Mendillo that the Wentworth Group family of companies has created a corporate culture that implements a team approach to consistently delivering exceptional customer service.

As the country’s largest residential property manager, Wentworth’s ongoing success is completely dependent upon the satisfaction of our customers. The honor of speaking at the Net Promoter Conference is a validation and reminder of Wentworth’s core value commitment to provide the highest level of service to our customers. Michael is devoted to driving this journey towards excellence and success across all of the Wentworth operating companies.

For more information on LEVEL and the Wentworth Group, Inc. please contact Kristen Keller at (732)403-8179.

About the Wentworth Group

The Wentworth Group, Inc. is a holding company for Wentworth Property Management Corp., Armstrong Management Services, Inc., Wentworth NY, Cooper Square Realty, Planned Companies, Abigail Michaels and Todd Ross Insurance Agency. Wentworth manages over 950 residential properties, comprised of more than 300,000 homes in 14 states and Washington D.C. Areas of operation include New Jersey, New York, Connecticut, Pennsylvania, Maryland, Delaware, West Virginia, Virginia, North Carolina,

South Carolina, Tennessee, Illinois, Georgia, Florida and Washington D.C. Wentworth offers a full range of services, including Accounting and Financial Services, general contracting and maintenance services, and insurance and real estate brokerage services. Wentworth is one of the few management companies in the country recognized as both an Accredited Management Organization (AMO) by The Institute of Real Estate Management (IREM) and an Accredited Association Management Company (AAMC) by the Community Associations Institute (CAI). For more information about the Wentworth Group, Inc. or its affiliated companies, please visit www.wentworthmgt.com or call toll free, 1-800-310-0326.

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