



Ken Bunch
CRS
5621 Elmwood Avenue
Indianapolis, Indiana 46203

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Dear Ken

I have absolutely no problem in jotting down a few kind words about Maitre'D and CRS. As I explained when you visited recently, I have been a long time customer of CRS as the owner of Muldoon's before opening The 106th Street Grille. CRS has been the one common denominator as we used a Posi-touch system at Muldoons. While each system has its own unique features, it has really been the ongoing support from CRS and your staff that has made the system successful. You should be proud of Glen, Paul, Marty and even Dave White for being responsive and dedicated to their work.

Probably the most noticeable aspect of the Maitre'D system has been its ease of use. New employees can be trained very quickly and easily and that is always a consideration in today's labor market. The screens are clear and intuitive making splitting of checks or items almost effortless. Because Maitre'D can accommodate up to four different menus and even more keyboards, we can make the bar register look very familiar to the bartender and the pre-check server stations look very familiar to the servers, even though it is all the same program. The keyboards can be easily converted with a couple of keystrokes if necessary adding to the convenience.

From a security perspective, whenever a server signs on to the system, Maitre'D automatically knows what authority that server has in handling such items as discounts, refunds, or voids which speeds up service to the customer without sacrificing any control.

The employee timekeeping has been very functional, reliable and accurate in tracking hours, tips, and IRS compliance for the wait staff. It also provides me with a very easy way to monitor labor costs as a percent of sales. While I don't utilize every available report on the system, the ones I do need and use are available real time whenever I need to know. The combination of operational efficiency and accurate reporting allows me the opportunity to manage my business profitably. At the same time my customers are happy because the food comes out of the kitchen accurately and timely and their guest check is clear and easy to follow.

Again, Maitre'D does what it is designed to do and the team at CRS makes sure that it operates smoothly and efficiently all of the time. I would gladly recommend the combination of CRS/Maitre'D to any food service operator seeking an efficient system with professional and dedicated support.

Sincerely



Robert Garcia - Owner

4335 W. 106th Street, Suite 1300 • Carmel, IN 46032
(317) 876-9203 • Fax: (317) 876-9204