



# Arni's<sup>TM</sup> Restaurant

June 27, 2005

John Wilkerson  
CRS  
5621 Elmwood Avenue  
Indianapolis, Indiana 46203

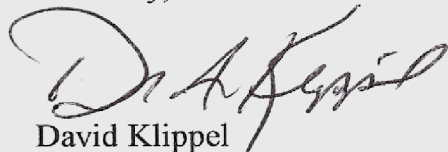
Dear John,

I just wanted to take a few minutes to tell you once again how thankful I am for all of your help recently. As you know, I was originally sold Maitre'D software running on Micros terminals by the other CRS (out of Mishawauka, Indiana). Even though the company you represent is also CRS, there is a world of difference in attitude – if not company name. I am saddened personally, to see you leaving CRS (Indy) because you have been largely responsible for getting my software to work properly. Certainly, I wish you the best of luck in your future endeavors. I remain quite confident that CRS (Indy) will be more than capable of supporting me if the rest of their employees are anything like you.

I really love the Maitre'D system software and it works extremely well in our operation. Everything from splitting checks to employee timekeeping is very functional. The smoothness of recording customer sales allows our servers to spend more time waiting on customers and less time figuring out some complicated register procedure. It is very easy to train new servers and add new items. The recent replacement of the “very slow” Micros terminals with the new Posiflex (15” screen) terminals is almost like night and day in terms of speed. The servers are delighted, as I am, to be rid of the older Micros terminals.

While I really only know CRS (Indy) from you John (and more recently Ken Bunch), I feel very comfortable with my point-of-sale investment now as compared to before meeting you and CRS (Indy). I would gladly discuss and compare my experience with both vendors and both hardware products. As far as I am concerned, any new restaurant developments that I pursue will have the very efficient combination of Maitre'D, Posiflex, and CRS (Indy).

Sincerely,



David Klippel

Breakaway Inc., d.b.a. Arni's  
12 East Washington Street, Frankfort, Indiana 46041  
Phone (765) 659-2764 ~ Fax (765) 659-4028