



May 3, 2005

Dave White
CRS
5621 Elmwood Avenue
Indianapolis, Indiana 46203

Dear Dave:

As a division of Marsh Supermarkets, our company is charged with the responsibility of maintaining the highest standards of quality and excellence. In order to achieve those standards, we are required to be critical of every vendor that may impact our reputation in any way.

When we first began investigating a more sophisticated point of sale solution two years ago, one concern we had was the degree of difficulty associated with operating a more comprehensive system. Those concerns were soon minimized as the Maitre'D solution provided by CRS has proven to be generally easy to learn and operate.

We initially installed Maitre'D in a fairly complex location managing three distinct food services areas requiring a total of ten terminals. The ability to control various menu additions, deletions and price changes for the three operations from a single control point (Maitre'D server) has been and continues to be highly efficient for our managers at that facility. The system also allows us to realize a high degree of programming flexibility without sacrificing control.

One of the exciting aspects of this system has been the integration of Maitre'D with another software solution called MealZone. MealZone provides our corporate clients with the ability to order customized food and beverage services via the Internet. I believe MealZone, when coupled with Maitre'D, enables Crystal to differentiate itself in the marketplace and creates opportunities for significant sales growth. Another new feature of Maitre'D which Crystal plans to implement in the next 30 days is their frequent diner program. This new functionality will allow our corporate clients to automatically offer a variety of incentives. Through the creation of various promotional offers this feature should increase customer traffic, as well as, sales per customer.

When we first began to seriously consider "open" solutions for hospitality software, we narrowed our selection to three nationally recognized alternatives, namely Aloha, Digital Dining, and Maitre'D. While each alternative did have some unique features, we concluded that all options generally had very similar functionality. Consequently, we moved our attention to assessing the local representatives responsible for supporting each system. Ultimately, CRS appeared to have the experience, dedication and integrity Crystal was seeking. On many occasions since then, CRS has demonstrated the value they are capable of bringing to an organization such as ours.

To date, Crystal has installed the Maitre'D solution in six locations comprising over thirty terminals. They have earned our respect, and I would gladly recommend CRS to anyone searching for a responsive POS provider. Dave, on behalf of Crystal Food Services I thank you and your team for your dedication and support.

Sincerely

Kyle Wenger
Vice President and Controller