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Dave White
CRS
5621 Elmwood Avenue
Indianapolis, Indiana 46203

Dear Dave

Buying the Maitre'D system from your company was one of the most agonizing decisions that I have made in some time. The difficulty had nothing to do with CRS because as your existing customer, I was already comfortable with the quality of support had been receiving. Because of very poor performance with a PC based Micros system years ago, I was really concerned about the overall reliability of Maitre'D. Joe and Taylor convinced me to move forward with Maitre'D and I'm glad that I did. Thank so much for helping to convince me. Not only has it been very reliable, it has given us a ton of added capability.

Without a doubt, the number one advantage of installing Maitre'D has been how incredibly easy it is to operate. With our previous Panasonic system, we never were completely comfortable with a new cashier until she/he had been on the system for a few weeks. The DQ menu is so complex with all the varieties and substitutions available. With this new system though, we can put a new employee on the register and at the end of the first day, they are running it like a pro! It is so easy. Our sales volume is 28% ahead of last year's numbers and it is really hard for me to imagine how we could have done it without the Maitre'D system in place. In fact, I'm not so sure that Maitre'D hasn't actually contributed to the sales increase because of the added speed and accuracy.


In our new store format, we placed two Posiflex terminals at the expanded drive thru window. This has been the best of all worlds because we can take orders on either terminal or cash out a customer's order at either terminal regardless of where it was originally handled. This flexibility along with 19 inch video verification and expediter display screens makes our drive thru fly. With about 40% of our sales volume going through the drive thru, this increase in speed is almost mandatory.

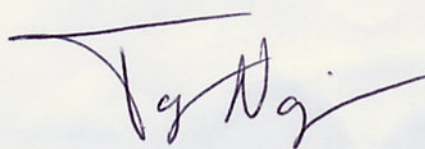
One of the other neat new features is the "instant recipe" function. The system lets the cashier push a RECIPE key on the machine after any item and a window pops up on the screen that tells the operator exactly what ingredients are in that particular item. Not only is that great for training new cashiers but when a customer asks "What's in that blizzard?" we don't have to chase someone down to answer the question. There are no delays in speed of service. We currently have programmed about 150 of these recipes and it literally saves seconds or even minutes on any transactions in which they are used.

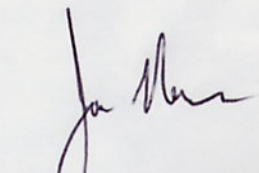
The fingerprint identification system for security and timekeeping has been extremely helpful. Employees clock in and out (no more buddy punching) and managers fingerprints are required for security functions like giveaways or promos. There is no more "borrowing" keys or codes which were both done constantly in the past. There are so many helpful benefits but I really need to mention the high speed integrated credit card capability because we have almost doubled our credit card business compared to the old stand beside units. The best part of credit is that customers spend more money when they use it!

The bottom line to this new system is that we are handling record volume of customers and sales and we are doing it faster and more accurately than ever before in the thirty year history of this store. I should also thank Glen for her patience and professionalism in getting us trained and following up promptly. I would definitely recommend the Maitre'D/CRS system to a DQ operator looking to improve his operation particularly from a customer service perspective. As we look for additional opportunities, CRS and Maitre'D will most definitely be our Point of Sale solution.

Sincerely,


Don Napier


Taylor Napier


Joe Napier