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CRS
5621 Elmwood Avenue
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Dear Ken,

I want to start first by thanking you and the CRS team for all the support and service that you have provided to us a customer. The fact that CRS is located in Indy has never been an issue when it comes to your support/service response time. It is nice to know that when we have an emergency problem with a piece of hardware, one of your service men will be here within a couple hours to fix the problem.

When we opened our brand new store and location here in Kokomo, we looked at a few different POS systems in the process. Maitre'D really stuck out the most to us because of the programs that it provided and all the different things you could do with it. One of the biggest sellers was that it takes the theft out of things. All items on our menu are located in the system and nothing is prepared unless it is on the ticket. This way every nickel is accounted. Being a new restaurant we really like the freedom that Maitre'D has given us with the ability to add new items to our menu and how very simple the whole system is to learn and operate. Training a new employee on this system is a very quick and easy process to go through.

One of the features that we like best about the Maitre'D system is the typewriter setting at the terminal station. We have found this to be very handy in the accuracy of customer orders. This feature allows our servers to change or make special orders right there at the terminal by typing the request in, instead of having to go back to the kitchen and tell the cook, this keeps our servers out on the floor which is very beneficial to our restaurant.

The back-office settings that Maitre'D offer have been very useful to our business because efficiency and tracking in the back is a very crucial aspect of our business. We do our entire employee timekeeping with this system that has been very accurate and useful with keeping track of employee hours and tips. We are also able to validate that our table turnover is right at 35 minutes.

My experience with CRS has been a very pleasant one and I would gladly recommend Maitre'D/ CRS to any restaurant trying to get their business up and going.

Sincerely,

Keith McConahay --- Owner