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Ken Bunch  
CRS  
5621 Elmwood Avenue  
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10/10/2006

Dear Ken,

We have been doing business with CRS for many years now and I want to take this opportunity to thank you for the support and service that your team has provided to us. It has been a very good experience for us working with CRS. Even though you may seem to be located so far away, I am very pleased with how quickly your service men respond when one of our monitors goes out or when we encounter any other problems. It is difficult to think that CRS is located all the way in Indy with the response time that you have provided to us.

I am very glad that we installed the Maitre'D system in our restaurant; it has been just wonderful to work with. Every aspect of the system seems to be so easy and user friendly. Some of our older employees seemed to be a little scared of the system at first but, now after working with it they all are absolutely fine with the system because of how much easier it has been for them to operate. With the ability, this system gives us for easily splitting or combining checks has been a big advantage to us and our customers dining experience. The speed of the system is something that we have really noticed with our average table turnover being at 37 minutes.

One of the features that I really like is that all of the items on our menu are already stored in the system so we do not have to worry about missing any sales when the server put in the orders. Nothing is prepared unless it is on the ticket, this helps to keep everything accounted for. It is also very nice to know what exactly we are selling. This has really helped with the efficiency of the kitchen that has been very good for us.

The back-office system has been a very helpful aspect for us with keeping track of all the employees timekeeping and doing payroll. The payroll process used to be so tedious but now with this system it has been so easy; you literally click a button and you are done.

I would be delighted to recommend CRS/Maitre'D to any restaurant owner or manager looking to reap the same benefits that we have experienced with this system.

Sincerely,

Josie Butts -- Owner