



WEK, INC.

2525 Wabash Avenue
Terre Haute, Indiana

Dave White
CRS
5621 Elmwood Avenue
Indianapolis, Indiana 46203

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Dear Dave

Fifteen years ago, I purchased my first point of sale system from CRS in Indianapolis and a couple of months back, I purchased my third system from the same company, your company. Thanks for convincing me to upgrade my Panasonic system to the Maitre'D touch screen system. Although I was initially worried about whether or not my employees could learn the system, that aspect is actually the best part of the system. It takes seemingly complex and confusing transactions and makes them extremely easy to ring up. Our cashiers just love how easy it is to take customer orders, even when customers change their minds or substitute items.

The integrated credit card capability has really improved the speed and accuracy with which we can handle those types of transactions and it will speed up even more when I add high speed connectivity in the near future. We use a kitchen video system consisting of three LCD screens which are very much easier to read than the older screens we used to have in place. Filling and packing orders is really quite simple. The drive thru operations seem easier as well because the touch screens allow us to actually ring up the orders faster and more accurately than before.

Even though I first thought price of the system was more money than I wanted to spend, I am glad I moved forward with the implementation of the Maitre'D POS system. While I am still developing different aspects of the system, I can already see many advantages to this direction. There is no question that we are able to serve our customers much more effectively because of the well designed keying sequence.

Glen, Marty, and you have been faithfully taking care of me for years and I appreciate that kind of service. In fact, even though your major competitor was less money, the difference in price was well worth the peace of mind I have in staying with CRS. The CRS/Maitre'D solution was the right choice for my KFC and I think it would be a great choice for any quick service operator looking to improve customer service.

Thanks again

Bill Knauer