



Hoosier Mike's, Inc.

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Dave White  
CRS  
5621 Elmwood Avenue  
Indianapolis, IN 46203

4/18/2005

Dear Dave

This letter is my way of saying thank you personally for convincing Montana Mikes to install the Maitre'D Point of Sale Solution. You have been there every step of the way through all the normal new store opening problems and confusion and frequently stayed until closing to problem solve.

The Maitre'D system is absolutely the easiest system for my servers to learn that I have ever experienced, training new servers is a snap.

Expediter and preparation LCD flat screens are much cleaner and easier to work from than traditional remote printers. Our ability to get food orders correct the first time is significantly improved.

The CRS installation and support team were very helpful in getting our restaurant open and cramming several last minute decisions into our POS program. Although it seemed as if we were behind our construction schedule from early on and when it came time for your folks to do the training and installation - you had to work around construction workers and continuous interruptions - but you got us open and on time.

The finger print identification for server security is much quicker and safer than the old numeric assignment system. I feel that server ID fraud is an issue I do not have to worry about.

Obviously, I am quite happy with the performance of our restaurant in that our sales are exceeding expectations by some 20% of plan. I am not willing to give CRS and Maitre'D full credit for that surprise; but it is safe to conclude that without the smooth operating efficiency of Maitre'D we could not have accomplished such numbers.

Dave, as you know we evaluated several other vendors before selection the Maitre'D system from CRS. Once we narrowed the decision down to the final two, it became very difficult to separate the two of you. In the final analysis, we chose Maitre'D and I'm glad we did. Our plans are to build additional restaurants and there is no reason to evaluate any other solution, CRS/Maitre'D will be our system of choice.

Sincerely

A handwritten signature in black ink, appearing to read "Tim Rohr", with a long horizontal line extending to the right.

Tim Rohr, President