

Nicky Blaine's

Ken Bunch
CRS
5621 Elmwood Avenue
Indianapolis, Indiana 46203

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Dear Ken


What a stroke of luck or perhaps "clean living" allowed our chance meeting at Nicky Blaine's a few weeks ago. As I was pondering how in the world I was going to get support for my Maitre'D POS system, you literally walked up and introduced yourself and your company to me. Our previous vendor had informed me that he was no longer in business and that I essentially had to "fend for myself" with a system that I had just purchased from him eight months earlier.

Within a few days, a Maitre'D support specialist from CRS was on site helping me straighten out a few issues. A couple of weeks after that, Nicky Blaine's had implemented a full coverage hardware/software support agreement with CRS. While we haven't tested your company yet, I certainly feel a lot more confident going forward. Nicky Blaine's has been more than satisfied with the overall performance of the Maitre'D software over the last few years (we upgraded hardware and software version in December 2004). Looking back to when we first implemented Maitre'D, I recall being very concerned about our staff learning the system. Those concerns were unfounded as we can literally throw a greenhorn on the system and by the end of the night, the rookie is almost performing like a veteran. It is extremely easy to learn and operate (and will probably just get better with the help of CRS).

Aside from the speed and ease of operating the system, the information flow at the end of the day is very informative, yet concise and easy to follow. Daily balancing procedures and cash accountability are simple tasks with Maitre'D. Additionally, the timekeeping functionality and control has been great to work with and accommodates all the TEFRA reporting requirements relative to tip income. Measuring our sales against the labor costs is automatically calculated and necessary in any restaurant operation today in my opinion. As part of the system flexibility, the bar register presents a different screen than the servers since, after all, they really perform different functions while selling the same products. Maitre'D affords us a lot of flexibility in designing the keyboards so that customer service is always at an optimum level. With the help of CRS, I expect to improve even more our capability in this area.

Maitre'D is a great solution for any table service/bar operation such as Nicky Blaine's, but I have learned a very valuable lesson in my recent experience. The capability and the integrity of the local service provider/vendor is much more important than "bells and whistles" or even the lowest price. Although my experience with CRS is not time tested, I still can recommend them as a quality organization. In short, I think most nightclub/bar owners would be very happy with the combination of CRS/Maitre'D handling their POS requirements.

Regards



Simon Robinson, Owner