

Oh Yumm! **BISTRO**
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Dave White
CRS
5621 Elmwood Avenue
Indianapolis, Indiana 46203

7/25/2005

Dear Dave,

It has now been well over a year since we installed our Maitre'D system in Oh Yumm! Bistro, and it's time to say thanks. I still recall that when I advised your competing salesman that I had selected Maitre'D and CRS, he responded sarcastically, "Good Luck". Well, as it turned out, it was more about professionalism and support than luck that has made me a very happy customer.

The food ordering process is quick, easy, and efficient. Because of the limited space in our restaurant and office, I didn't have the wherewithal to cable connect the Maitre'D system to the back office computer, so the POS terminal is also the system server. It works just fine because I just use a small thumb drive device to transfer the accounting information to my back office PC. That thumb drive data transfer capability is the ultimate in hardware flexibility. In conjunction with my data file transfer. I simply attach that file in an email to my accountant. Did I mention that Maitre'D is integrated with Quickbooks which allows for a really smooth information flow to my financial statements. We also are using Intuit's payroll interface which lets me incorporate the timekeeping data with little effort so that payroll is not a major undertaking.

While the actual POS operation insures so much accuracy, it is the flow of accounting information that has saved me expensive accounting dollars. Since we didn't really have a POS system before installing Maitre'D, my easiest comparison/analysis would be to "wonder" about the 5-7% sales increase since we installed the system---coincidence??

Most importantly, because we can handle split items, split checks and credit cards more easily our guests are rewarded with a better dining experience. Without hesitation, I can say that CRS/Maitre'D has made Oh Yumm! Bistro a better operation. I would never consider another product or vendor because I have already done my research. Anyone wishing to improve their business organization along with their customer experience should be working with CRS/Maitre'D.

Sincerely,



Patti Crahan