



**7515 Rockville Road  
Indianapolis, IN. 46214**

Ken Bunch  
CRS  
5621 Elmwood Avenue  
Indianapolis, Indiana 46203

12/16/2005

Dear Ken,

Well, I really wasn't planning to buy a new POS system, but our old Sharp cash registers were getting to be a real problem. The company that we purchased them from had gone out of business, and finding a company with experience in servicing our equipment proved to be frustrating. Actually, as it turned out, that unfortunate experience lead me to your company to investigate Maitre'D. After reviewing the Aloha system, I elected to move forward with CRS/Maitre'D and I am glad that I did. From start to finish, I have been very impressed with the thoroughness and professionalism of all of your people.

One of the concerns I had was moving our employees from a "traditional" style cash register with a kitchen printer, to a server based touch screen system with video monitors and bump bars in three locations. That aspect of the system has been a pleasant surprise because the Maitre'D system as installed is easy to learn and easy to operate. The experience of CRS in laying out the DQ program was evident in the training process. The system is so easy to learn that even my four year old was able to ring items by looking at the pictures on the keys. My older employees were initially intimidated by the large changes from how they had been handling thousands of orders over many years. Frankly, we all did better than I thought we would. Jennifer and I debated initially about whether or not to install the QSR kitchen video system because of the additional expense involved. We moved ahead with the video system and I am glad that we did because it is so much more efficient than using the kitchen printer that we had been accustomed to using. The orders are legibly displayed, and there is no more paper floating around. I'm glad we spent the extra money.

Because the entire Maitre'D system is designed around a true 32 bit windows software application, many of the existing software tools like PC Anywhere and Outlook can be incorporated into the system, which has made life a lot easier on our family. Instead of having to pack up our kids every day and bring them to our store, Jenn can access all of the stores reports from home (labor/payroll, daily totals, monthly totals, taxes...) over the internet laid out for us on the monitor, instead of pouring through journal tapes (cases of journal tapes will be a thing of the past.) Another aspect of the system that we were glad we implemented was fingerprint identification for employee security over sales transactions and timekeeping functions. Employees need to physically be at the store in order to "clock in" and "clock out" so this small investment will pay big dividends going forward.

When you combine the customized program, high speed credit card processing, timekeeping accuracy, fingerprint ID, kitchen video, improved customer service times, easy accurate reports, and remote access (I could go on), this makes for an incredible system. With all of the time and headache saving aspects of this system, I really do feel that this system will go a long way in paying for itself. Of course, without the exceptional support team from CRS, and most especially Glen (who was very patient with our more nervous employees), I would not be nearly as excited as I am today about everything. In the two months that we have been using the new registers I have been very pleased with the infrequency of problems, and the fast and efficient help when we have questions. Any DQ operator, or for that matter, any fast food operator would be wise to take a serious look at the Maitre'D/CRS solution.

Sincerely,

A handwritten signature in black ink, appearing to read "Tyler VanMieghem", is written over a horizontal line.

Tyler VanMieghem