



October 8, 2008

Quality Retail Systems, Inc.  
1531 NY Rte 67  
Schaghticoke, NY 12154

Attn: Heather McConkey

Dear Heather:

I wanted to write this letter to thank you for the exceptional service we received while setting up the Micros system here at our café.

Your training and support during this process was outstanding. You explained everything very clearly and concisely. My employees were trained quickly and efficiently and the system has worked well since. Having you here on opening day was truly appreciated as well.

Thank you once again for all of your help. We would recommend you to everyone.

Sincerely,

Doreen A. Kamen  
Owner