



The Cleveland Yachting Club

200 Yacht Club Drive
Rocky River, Ohio 44116
216/333-1155

Mr. Robert Welcher, President
Restaurant Consultants, Inc.
360 West Fifth Avenue
Columbus, Ohio 43201

Dear Bob:

Our relationship at The Cleveland Yachting Club with RCI Service Solutions over the past eighteen months has continued to develop the highest quality of service and food product. RCI Service Solutions service training and mystery shopping services are unique to the industry, delivering an immediate and sustained impact that is recognized by the customer and at the bottom line. I have had the distinct pleasure of witnessing untrained order takers take pride in their jobs as marketing sales associates.

Service Training Systems has developed an excellent training program for all food and beverage personnel. The service and selling workshops, manuals and personalized training techniques, combined with the mystery shopping follow-ups, have been invaluable in the continued improvement of our customer service, suggestive selling and food products. As you mentioned in our most recent workshop, training is invaluable to the success of a food and beverage operation.

Since the initiation of RCI Service Solutions training program, The Cleveland Yachting Club has experienced an overall improvement of 27% in facility, personnel and food products, improving from an initial rating of 72% to a year-to-date rating of 91%. Personnel has realized an improvement of 67%, improving from 50% to 85% RCI Service Solutions, as we have witnessed through our mystery shopping reviews, goes far beyond the traditional notion of mystery shopping services. Your techniques, follow-up and positive reinforcement has turned around our restaurant and lounge operations.

RCI Service Solutions has my highest recommendation in terms of service training and mystery shopping services.

Sincerely,

Tom Holton

Tom Holton
General Manager

TAH/bj