



## Kenwood Country Club

---

P.O. Box 43265 • Cincinnati, Ohio 45243  
(513) 561-7482  
Fax (513) 272-4277

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

**Dear Bob:**

As you know, service has always been an issue at the Kenwood Country Club. Our members, the board of directors and myself have long been concerned about the apparent lack of personalized and professional service from my staff. Since your company's interaction with our team, RCI Service Solutions has provided the Kenwood Country Club with a professional service training program that has dramatically improved member service and increased sales.

Restaurant Consultants' RCI Service Solutions procedure manuals, service and selling workshops and personalized training techniques, combined with GuesTrak comment card systems and mystery shopping follow-ups, have been instrumental in the continued improvements of our customer service, suggestive selling and food and beverage product knowledge. The GuesTrak comment cards reports have also provided tremendous member feedback, as well as a secondary means of establishing accountability for the Service Training Systems' incentive/reward program. I would have to agree with your summary comments from our most recent workshop – continuous training and reinforcement is invaluable to the success of any food and beverage operation.

We have seen our check average increase dramatically from pretraining totals. In addition, we expect the check averages to continue to increase as our staff fine tunes their salesmanship skills and improves their product knowledge.

Our management and staff have been enthusiastic about providing improved guest service and increasing their productivity (and in turn their tipped income). More importantly, the members are very impressed with the improved service they are receiving, not to mention the new menu we have introduced. Your techniques, follow-up and positive reinforcement have helped turn around our restaurant and lounge operations. Clearly, Service Training Systems has my highest recommendations.

Sincerely,

A handwritten signature in black ink, appearing to read 'James Rentschler', written over a horizontal line.

**James Rentschler**  
**General Manager**