

Schmidt's

Sausage Haus
und Restaurant

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

Dear Mr. Welcher

Restaurant Consultants' RCI Service Solutions has provided our restaurants with an effective management tool that fulfills our commitment to providing guest service excellence. Your training manuals and monitoring system has provided for objective and detailed reports of our service and product quality levels, while providing an effective on-going training system.

You and your fine staff have provided our organization with effective training materials, testing and a fine management installation manual, but most importantly, you have provided us with a highly articulate performance tracking system that allows us to maintain our training system and thereby ensure a significant pay back of our training dollar investment.

During our relationship with RCI Service Solutions the Schmidt's organization has seen significant progress in transferring our hospitality values to our staff - our scoring has improved over 35%, which translates into more return customers and increased sales. Additionally, we have seen our service staff significantly increase their levels of customer service to our guests.

Currently our tracking, motivation and reward systems for our service staff is linked to your monthly "Training Review Report." The monthly reports allows us a powerful follow-up on staff activities and provides a strategic basis for coaching and counseling our staff to greater success. The unique trend-tracking feature that you have developed helps our managers identify key areas of need quickly and effectively. The net result, thanks to your training manuals and shopping services, is that we've added brains and accountability to our precious training dollars; thanks to Restaurant Consultant's specialized assistance.

Bob, thank you for your valuable assistance in the significant improvements we have experienced. I would highly recommend your Service Training Systems (and your unique and effective methods) to any organization that is serious about establishing and ensuring guest excellence.

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Chip Weiant
Director of Operations
Schmidt's Restaurant &
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