

**EMBASSY**  
  
**SUITES**  
**HOTELS**

Dear Mr. Welcher:

This letter is regarding my recommendation for the services provided by RCI Service Solutions to Delphine's Restaurant in The Embassy Suites Hotel.

RCI Service Solutions truly is a full service training and development service. With the ability to determine your service procedures for each position, customize each training segment and provide objective training review information. RCI Service Solutions takes a great burden off internal managements agenda.

Each employee knows in detail the key points of his/her position, service and responsibilities. More importantly, they know how to accomplish company goals and that they will be periodically reviewed by outside personnel.

The mystery shopping reports objectively cover all aspects of our operations from facility appearance inside and out, the host, server and busser, the food quality, appearance and standards plus our bar staff and lounge. Each area is detailed with objective recommendations how our service staff and facility can further enhance the guest experience.

Feedback sessions between Management and the employee are no longer "I saw" or "I heard" statements, but objective third party observations of the actual food service quality and consistency of our operation and the individual. These sessions can then become more coaching, motivational and reward based for the employee and manager.

Delphine's restaurant was reviewed by RCI Service Solutions mystery shopping services before and after training of the staff. Overall, we experienced a 21% increase in food service quality and consistency.

I highly recommend the many fine services of RCI Service Solutions.

Sincerely,



Jock Litras  
Food and Beverage Director

JL: ll