



3 June 2004

Mr Brian Anderson
Hospitality Consulting and Services
9 Aberfeldy Street
Kenmore QLD 4069

Dear Brian

Steve and I would like to express our gratitude to you for the wonderful service you provide. We took over this business about 18 months ago and the conferencing and functions side of it has been very successful, so about a year ago we looked at expanding and opening the restaurant for a la carte dining. It soon had a very good reputation, but on average was only just breaking even and we had exhausted all our ideas on improving this. It was at this point that we heard about your consulting service through the HMAA.

Reluctantly, we decided that we may need some advice from a consultant with more experience than us in kitchen procedures and staff management. After that first meeting our eyes were opened with your fresh ideas on cutting costs, staff management and most importantly how we could increase our bottomline.

Our second meeting (thanks for seeing us on a Sunday) even further proved that our kitchen could make a profit if the right systems and right people were in place. We have since implemented a lot of these ideas and we're seeing a healthy increase in our margins already!

When our Executive Chef left unexpectedly last Wednesday we were unable to get a "Temp Chef". It was a very busy weekend for Brisbane caterers and we were stuck. For you to have picked up that slack and run our kitchen with such ease, producing extremely high quality food for the conference and a la carte diners on Friday and Saturday nights and then the wedding on the Sunday, was just amazing.

Brian, once again, thank you so much. Now that we have employed a new Chef in consultation with yourself, we would like to invite you and your wife to join us for dinner. Maybe a well deserved break on Bribie Island is what is called for!!

Thank you again, Brian,
Kind regards

Vicki Varney
MANAGER