

JOEYS

Catherine Delf
MICROS Systems
135 3751 Shell Road
Richmond BC
V6X 2W2

Dear Catherine;

On behalf of the team here at Joeys I would like to express our gratitude for the strong partnership with MICROS over the last five years.

Since installing the MICROS 3700 Restaurant Enterprise Series in all of our locations in 2003 we have come to rely on the professional attitude and expertise of the folks at MICROS. The service is excellent and we truly appreciate the consistent and high quality effort.

We have recently implemented the MICROS KDS (Kitchen Display System) in our kitchen which is helping us to achieve our bill times with hot food hot and cold food cold in a much more calm and organized way. Our cooking staff has been quite pleased with a quieter, less chaotic kitchen environment that allows us to focus on speed of service and has improved food preparation quality.

Since going live with the mymicros internet reporting tool last year we are, for the first time, experiencing the ability for our regional managers to quickly and easily view their stores numbers relative to other Joeys stores to identify areas to be improved upon through management intervention or additional staff training needs, etc. Additionally the loss prevention tools and reporting are very informative and immediately actionable. Mymicros has been a great addition to the overall MICROS solution for us.

The front of house as well as back of house staff find the system reliable and very easy to use.

Thank you again for the supporting Joeys in our efforts to be the best in the business and I would recommend MICROS to anyone who is looking for a POS System.

Thank you and kind regards,



Derek Boyd
Director IT
Joeys Restaurants Ltd.

