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To Whom It May Concern ;

I have over 35 years of experience in the hospitality industry, and when I opened my own restaurant in 1997 ( Smitty's) I wanted the best system available which was a Micros. Over the years I have updated and purchased two more Micros systems, largely due the important operation, management and reporting areas I required and the continues use of the terminals as my Smitty's restaurant is ranked # 3 in Canada and # 2 in Alberta.

The installation of my new terminals went extremely well, everyone of the trainers was thorough, patient and very professional. They were able to answer all of our questions, as well as make suggestions to improve what we already had in place, such as the option of a Beverage control.

We have noticed several positive changes with our new Micros system, the Kitchen Display System helped speed up for preparation, on-line technical support, and detailed reporting systems.

My experience with Micros has been very rewarding, and I would not hesitate to recommend your systems to anyone.

Yours truly,

A handwritten signature in cursive script that reads "Ramona Morrison".

Ramona Morrison  
Owner/ Operator