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**Gems Systems, Inc.
359 Paseo de Gracia
Redondo Beach, CA 90277**

Dear Chuck,

Just a quick note to say thanks for the professional manner which your team displayed installing the Global Bar Tender services. Not one Guest or staff member was disturbed, quite the contrary, they mentioned how well the job was done and especially your sensitivity to the guest and the staff's daily routines.

While it has only been a short period of time since the installation, it is apparent your services are being delivered as promised and expected. The hotel has experienced significantly fewer labor hours required to service minibars and fewer guest complaints regarding that operation. What I find truly interesting is the way the front desk staff has been able to increase, albeit modest, guest payments for their usage of the minibar. Now the staff knows that a guest has opened the minibar door and politely asked if they enjoyed the refreshments offered.

Chuck, we are excited about the long-term potential of your services and wish you and your company the very best of fortunes. Please let me know if I can ever serve as a reference for your services and look forward to hearing about your success in the market.

Sincerely,

A large, stylized handwritten signature in black ink, appearing to be the name "Chuck".