

# Royal Mile Pub



To Whom It May Concern:

I am pleased to write a letter of reference on behalf of ASI and the Write-On Handheld™.

Since installing the Write-On Handheld in February 2001, the first restaurant nationwide to do so, our bottom line has significantly increased. Most of our items, particularly dessert items and other items that are normally forgotten, are up 13%. The Write-On Handheld not only allows our servers to efficiently access the entire menu, including our more than 90 brands of Scotch, it also gives me the ability to monitor my business in real time. It's the first handheld I have seen that achieves all of the benefits of tableside ordering without compromising customer service. Using the Write-On Handheld has also cut our error rates down to almost zero as opposed to one or two a night in the past. This amazing efficiency saves both time and money.

The Write-On Handheld has been a very important and valuable addition to our business and it is without hesitation that I give it my full endorsement and recommend it to any restaurant looking increase productivity and customer satisfaction.

A handwritten signature in black ink that reads "Ray Morrison". The signature is written in a cursive style with a large, prominent "R" and "M".

Ray Morrison  
Proprietor  
Royal Mile Pub  
Wheaton, Maryland