

A. Marshall Family Foods, Inc.



To whom it may concern,

We initially chose to switch to Aloha because it has become the industry standard. When we hire new employees, managers and staff alike, they are always relieved that we use Aloha. Although it's very customizable, all Aloha systems are laid out the same way which makes training so much easier. We have stayed with Aloha because as we have expanded, their tools like Configuration Center, RestaurantGuard, and Aloha Insight have become essential in managing multiple units. Further, with NCR Pulse we are able to access extremely detailed sales, labor, and reporting data for all of our restaurants at any given moment on our phones.

Our store managers and directors feel that the service we receive from Hospitality Control Solutions is also far superior to that of our previous POS provider. HCS's help desk is local and our employees have come to know most of their employees by name. Their employees are all former restaurant people that understand our needs and respond with a sense of urgency that demonstrates that. One salesman was even in our downtown Nashville store at 8:30 AM on New Year's Day to fix a printer issue.

A. Marshall Family Foods is happy to have partnered with Hospitality Control Solutions not only because they support us, but also because they support the causes that we support. It is apparent to us that the employees of HCS come from the hospitality industry. We would recommend HCS and Aloha to any restaurateur interested in a long term restaurant technology partner.

Sincerely,

Claire Marshall Crowell
COO, A. Marshall Family Foods
President, Nashville Originals
Chair, The District-Nashville