



**connor
concepts**
Superior Dining Experiences Everyday.

**The
Chop
House**

Connors
Steak & Seafood

To whom it may concern,

In the Summer of 2003, Connor Concepts made the decision to switch from Micros POS to Aloha, and we have never looked back. We picked Aloha because it was designed by restaurant people for restaurant people, and we heard good things about the local Aloha dealer. We have never considered switching again since then because we feel that there still is nothing better out there, and because we have received exemplary support and service from Hospitality Control Solutions.

Aloha has grown with us, and now with 16 very busy stores spanning 2 concepts in 5 states, we continue to add revenue-generating and revenue-saving modules to Aloha. We trust HCS to bring many of these to us, and then help us manage, deploy, and/or integrate these technologies because HCS has come to know our business and our needs. From seamless Payroll and accounting integrations to inventory and scheduling modules to great new tools like Restaurant Guard, HCS and Aloha/NCR continue to bring value to our business with innovation, integration, and service.

One product, Aloha Restaurant Guard, saved our business a lot of money initially upon implementation, but it continues to generate value for us. We consider Restaurant Guard to be the "policeman on the corner"; it prevents crimes by its very presence, helps catch offenders, but also helps identify and reward good performance. We feel that we can preserve our culture better with both positive and negative reinforcement of our behavioral values, and Restaurant Guard gives the right tools for that job.

The inventory product that HCS introduced us to has also saved enormous amounts of cost. It is also worth every penny and every man-hour of the investment needed to adopt that solution. HCS understands what KPIs are and how best we can adopt the solutions that we need and want, and this drives some of the highest returns on our investments imaginable.

All of our store managers as well as our company Directors and Owners are confident in the valuable support we receive from HCS. This is likely because all of the HCS employees are also from the hospitality industry, giving them the insight and sense of urgency that we appreciate. HCS has always been our advocate and so we are happy to take this opportunity to be theirs as well.

Hospitably,

Brian Keyes
Senior VP of Operations & Information Technology
Connor Concepts
d/b/a The Chop House, Connor's Steak & Seafood