



MICHAEL
TIMOTHY'S
Urban Bistro
WINE & JAZZ BAR

Dec 26, 2008

To Whom It May Concern:

With this letter I give my full recommendation and endorsement of Mera Consulting Group. I originally heard Sy Mahfuz speak at an event that was put on by the Nashua area Chamber Of Commerce on customer service aimed at businesses in the downtown district, even though we are not a retail business I got a great deal from the talk and approached Sy about presenting a motivational talk to the staff of my three upscale restaurants. Sy and Steve usually speak to retail groups but were eager to get involved. We met and discussed at length the goals I had and what service points on which I wanted them to focus. I had already heard Sy speak at length about his philosophies on customer service and knew it would easily translate to the restaurant business. Sy and Steve gave an hour and a half presentation on customer service that focused on guest relations as well as front and back of the house cohesion that proved to be very beneficial to all who attended. It is my opinion that Sy & Steve have a very uplifting approach that engages their audience and left my staff feeling energized in a way that made me feel that this was a really worthwhile event for our company.

Respectfully

Michael T. Buckley (President, Michael Timothy's Dining Group)