



January 15, 2010

Dear Leroy:

Consolidated Restaurant Operations has been using IHD assessment instruments since early 1999. We had experienced a management turnover rate of 45% in 1998, and I am pleased to tell you during the last eleven years that number has steadily decreased to the point where our 2009 management turnover rate was under 14%, the lowest in company history.

In the full-service restaurant industry management turnover of 30% is considered good, so our performance has been outstanding.

Although there are several factors in this decrease, I am convinced that a big part of the reason was our decision to utilize IHD's DISC II and Achiever II assessment system. It is not only a superior assessment system for hiring purposes, but also provides our multi-unit managers vital information for continued subordinate development and supervision. In addition, I have found that the IHD report provides individuals valuable information for self-development.

I would highly recommend IHD's system to any company looking to make improved hiring decisions, reduce turnover, and better supervise as well as develop their human capital. I hope you and your company experience continued success in 2010.

Sincerely,

A handwritten signature in blue ink that reads 'Rob Weaver'. The signature is written in a cursive, flowing style.

Rob Weaver
Director of Human Resources
Consolidated Restaurant Operations
972-888-8146
rweaver@croinc.com