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RESTAURANT & LOUNGE

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Jackie Thomas
RVP Business Systems
6001 Overland Road
Boise, ID 83709

Dear Jackie -

I would like to take the time to extend my recommendation to anyone thinking about purchasing a Micros Point-of-Sale System from RVP.

The program and service of the entire staff was excellent. From the sale to the programming to the installation - the experience was very fluid every step of the way. At no time did we feel as if our decision had been poorly made.

At the time we made the decision to go with the system, our restaurant had been running smoothly yet we were doing *everything* by hand. It would take our wait and closing staff up to an hour to check out at night. Our staff, as well as our customers, were extremely opposed to change and as our establishment was dependent on our "regulars", we had quite a few concerns. RVP's staff recognized our idiosyncrosies - what menu? - and helped us work around them. The training staff was patient and did a marvelous job working with our staff of whom 90% had not worked with computers at all.

The service we received once the system was installed and throughout the next few months was unbelievable. The RVP staff - Thank you Jackie, Adam, and Marie! - were on top of every glitch (including the user created ones) in an instant and we were up and running with smiles on most of the staff faces by Month 4.

I do not believe we would have received the level of commitment and service from any other company we looked into. We are very pleased with our choice and believe it has helped us become much more proactive in the business and made it easy to watch our labor and food costs against all sales.

Thank you again to the Entire Staff at RVP!

Jennifer Fraser
&
The Crew
@
The StageCoach Inn