



Mr. Edward F. Morrison  
President  
TMC Management Engineers, Inc.  
333 South State Street  
Lake Oswego, Oregon

Dear Ed:

Over the years we have been approached by many outside consulting firms, but we have only selected two of them to come in and continue further discussions. After the three week Preliminary Engineering Analysis you completed for our firm, I can confirm that your consulting group is the most professional and dedicated we have experienced.

Outside experts are seldom welcomed with open arms by the frontline managers. One of the main concerns of my people has been distractions by consultants during the work day. However, your people were very responsive and integrated well into our operation. Your people did an excellent job of winning our manager's confidence and respect. The result was that our people actually appreciated working with you.

There were many benefits to our company from your Preliminary Engineering Analysis. You helped focus our attention, and inspired our interest in tackling the productivity issues you raised. Even though our circumstances do not allow us to proceed at this time, I hope you will accept this letter of reference, along with our gratitude for a very worthwhile effort. I would certainly not hesitate to recommend this analysis to another company.

Sincerely,

Greg Hall  
President  
Food Services of America

GH/jle

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