



March 1, 2009

I have used DTT Surveillance since June of 2006; below are some of my thoughts on the service:

The installation team called me and scheduled each store install; this was completed on schedule and the technicians were very skilled. All of the General and District Managers were trained onsite and given proper passwords.

Training and follow up: Our entire management staff received web based training on how to use the equipment and training manuals were left at each store.

The impact on our performance:

1. We have reduced our over rings by 50% since the installs.
2. Our ideal food cost variance has been reduced over 3% since the install
3. Our management teams and crew members feel much safer working in our urban environment.
4. Team turnover has fallen 75% since the install.
5. Customers feel safer shopping our stores due to the labels that are posted on doors and windows (This facility is under surveillance by DTT).
6. The local Police department loves working with us due to the technology we are using to deter criminal activity.

I would recommend DTT Systems to anyone that wants to improve operations in any retail setting.

Ken Cobbs  
Director of Operations Urban Markets  
CH James Restaurant Holdings LLC