

Subway of Largo, Inc.
7725 Ulmerton Road, Largo FL 33771 Tel: 727-538-8866

December 17, 2009

Paul Hunter
DTT Surveillance

Paul,

Last July we had your system installed in our store number 13351 in Largo Florida.

This is a store that we thought was very well run, and for the most part it was. We did notice that hard working employees were spending their time doing the wrong things at the wrong time. During the lunch shift we would have employees doing dishes or cleaning the back room and the freezer while customers were waiting in line. In addition, while on the line we saw several areas where thru put could be improved.

Although we have not caught anyone pocketing the days receipts, the system still pays for itself with the increase in productivity. Reviewing each employees sandwich build has improved our food cost, and making sure they make eye contact with customers has actually improved our add on sales. It also keeps our younger employees on the night shift from letting the store become a hang out for their friends, which was deterring adult customers.

We would now like to add the system to the only store left in our operation that does not have it, store 38165 in Palm Harbor. We held off on this store because it is very well run, but in seeing how the system has helped store 13351 we think it would be smart to use it in all stores.

Please give me a call so we can arrange an installation.

Best regards,

Melody Guillette

Tel: 727-692-6988