

K & N MANAGEMENT, INC.



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To Whom It May Concern:

I am writing in reference to my experience working with Reality Based Group. It is with great pleasure that I give my personal recommendation for their company and their work.

K&N Management has been awarded the highest presidential honor for quality and excellence, the Malcolm Baldrige National Quality Award. We were selected for our cutting edges processes that are unique. We strongly believe that our relationship with Reality Based Group made this possible. Since the inception of the GameFilm® program, we have seen an increase in our guest satisfaction ratings. The program has become one of the most accurate measurement tools we use for cashier process adherence and hospitality. It has allowed us to implement full time "Replay" positions, which have continued to improve our measurement tools and processes.

We have also been able to increase our team member incentives and rewards for high GameFilm® scores. In both 2010 and 2011, we were named amongst the top places to work in Austin and we strongly believe our long-term relationship with Reality Based Group has contributed to higher job satisfaction due to more frequent and concise team member feedback.

Finally, as we share our best practices amongst other businesses, both inside and outside of the restaurant industry, our partnership and use of the services provided by Reality Based Group has become one of the most popular talking points. Companies and professionals always want to know more about our GameFilm® program.

Reality Based Group is truly a world-class organization. We will absolutely be continuing our partnership with them in the future and are happy to endorse their company and services without hesitation.

Sincerely,

Gini Quiroz
Director of Training & Development
K&N Management