



May 25, 2007

I am happy to write this letter of recommendation for Five Star Training.

I found out about Five Star Training after reading one of Pam Simos' articles in an industry trade publication. Our chain was in the beginning stages of building our training department and needed assistance to help us develop our corporate training program.

Pam of Five Star Training was very professional and assessed our company needs so she could design a complete training program to meet our goals. She offered her expertise in determining a strategic direction and growth for our training program.

Pam demonstrated the importance of creating a strong written foundation. We purchased Five Star Training's manuals on CD so we could customize a manual for each job position...they were well-written and user-friendly. She came to our Jacksonville store locations to train our two managers how to write recipes, cooking procedures, and plate specifications. She oversaw the entire project in an organized professional manner and formatted and edited all the material.

Pam conducted both management and team member seminars. Her seminars were very lively and interactive...I was impressed how Pam kept everyone energized for the entire time. Pam was very well-received and people commented on the quality of the presentations and the newfound training concepts.

After seeing the success from the seminars, we decided to have Pam conduct a two-day management assessment. We felt we needed to go beneath the surface to get feedback from our managers. Our management and staff motivation was at a low level and we wanted to figure out why they were not achieving peak performance. There were four phases to the assessment...each with a specific goal. She outlined a full program on Powerpoint and had several flip charts available for brain storming. She divided the groups into two and had them work on issues and solutions in an open forum. We received an overwhelming amount of feedback which Pam highlighted in a summary capsule for our executives and held follow up meetings with suggested action plans. Based on the feedback, we implemented company changes immediately which increased motivation and productivity.

Pam also trained our Director of Operations in a six-week coaching/mentoring program. Our director received one-on-one personalized attention with customized lesson plans. We were delighted by her growth in the areas of time management, goal setting, and team leadership. Pam also offered our executives professional advice in the areas of profitability, new store openings, train-the-trainers, conducting evaluations, and employee accountability.

Pam's training programs and expertise helped us cut costs and boost sales. Pam's availability impressed all of us—she was available both nights and weekends. Our positive guest comment cards and repeat business was proof to the positive results from Five Star Training. Also, we experienced increased productivity amongst our teams and reduced turnover.

I recommend Five Star Training to help your business become more profitable.

Thank you,

Kirsten Martino

Kirsten Martino, Vice President of Marketing
Bono's of America Inc.



10645-200 Philips Highway • Jacksonville, Florida 32256
Tel 904-880-8310 • Fax 904-880-8373

www.bonosbarbq.com