

June 5, 1998

Mr. Michael Graul
Wall Street Deli, Inc.
5568 General Washington Drive
Suite A207
Alexandria, Virginia 22312

Dear Mr. Graul:

This letter is to commend one of your employees for her capable handling of a problem on June 4, 1998. I took the lunch orders from our Board members and called the catering office, placed the order, and told them I would pick up at the SEC Building across the street from us at 12:00 noon. There was a misunderstanding by a new employee in the catering office, and our order was called in to a location other than Shop #7. When I arrived to pick up the order at the SEC Building, they were totally surprised by my request. Fortunately, I had a list with me of what we had ordered. We were in a time-sensitive situation and the Board members had very little time for lunch. Even though it was the busy lunch hour, Ms. Juanita Branch and the staff saw that our order was filled immediately and apologized for any misunderstanding.

We greatly appreciate Ms. Branch's going that extra mile for us and look forward to continuing our association with her. Thank you.

Sincerely,

Jerrie Olson
Executive Secretary

cc: Ms. Juanita Branch