



6317 Bee Caves Road, Suite 380 Austin, TX 78746

www.grovwinebar.com

March 3, 2009.

Mr. Paul Douglas  
Campus Products, Inc.,  
951 Matheson Blvd. E.,  
Mississauga, Ontario.  
L4W 2R7

Re: STEMSHINE Glass Polisher

Dear Paul:

In the early fall of 2008 the Grove Wine Bar purchased a *STEMSHINE* GP8A thru our local dealer in Austin. We purchased the machine with the specific goal of streamlining the manner in which we handle our approximately 2000+ glasses/stems per day.

Prior to the purchase I don't think we were much different than other operators who dealt with any sort of volume of stemware on a daily basis; we struggled with breakage, with consistency (streaks or water spots) and of course with the cost of labor. Rarely did the equation of adding more labor solve the problem of consistency or breakage; it was somewhat of a vicious circle you might say.

Since purchasing the *STEMSHINE* we've finally been able to stop this circular equation. Our labor is much more efficient and deployed in a more effective manner throughout the facility and our breakage of glassware due to handling during the drying/polishing stage has been reduced by about 55-60%. Best of all Paul is the fact that the presentation of the stemware to our customer has not suffered at all, in fact it has improved significantly!

The summary of all this is we have seen a real measurable reduction in our overall costs AND we have seen an improvement in the end result. We are very satisfied with the machine and the job it performs; I would highly recommend the machine to any customer oriented food service establishment regardless of size.

Yours truly,

A handwritten signature in dark ink, appearing to read 'Matt Berendt', is written over a large, light blue circular stamp.

Matt Berendt  
Managing Partner  
The Grove Wine Bar & Kitchen