

**Romano's**  
**Macaroni**  
**GRILL.**  
Life Is Delicious™

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Jeannie Hamilton  
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August 1, 2003

Rev. Dwight Brown  
PO Box 27231  
Austin, TX. 78755-2231

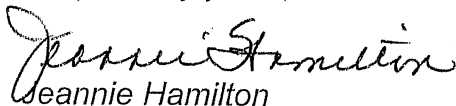
Dear Rev. Brown,

Thank you for taking the time to contact us, concerning your most recent visit at Romano's Macaroni Grill in West Lake Hills. I would like to apologize for the server not informing you prior to taking your order that we were out of the Tortiloni Bianchi. The manager should have taken care of your check and for this I apologize as well. I can assure you this is not the standard for us. I have addressed this situation, with the general manager, Bobby Willis, and he assures me that he will rectify the situation going forward.

We take all of our guest comments seriously, and try to improve our performance based on their feedback. Thank you for taking the time to bring this to our attention. I have forwarded your feedback concerning the survey to the appropriate people as well.

I have enclosed complimentary **Be Our Guest** coupons that can be used at any Romano's Macaroni Grill's across the country. We have three additional locations in the Austin area (Arboretum, Round Rock, and South Austin) I hope that you will give us the opportunity to serve you again in the future. I have enclosed my business card for your convenience, in case you have any comments or concerns.

Respectfully yours,

  
Jeannie Hamilton

Area Director  
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Austin & San Antonio

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