



Rancho Park Office
MAC E2113-011
10789 West Pico Boulevard
Los Angeles, CA 90064

August 30, 2006.

To
Espresso -Etc
Attn: Nick Joost

We would like to thank you for offering our customers your delicious specialty Coffees. During the week we had your company in our lobby we received incredible feedback from our customers, delighted with the customer service experience. As a matter of fact, we enjoyed so much we have decided to keep the service and offer coffee to our customers everyday. Thank you, again, for helping us to improve our customer service experience.



Katia Santos
AVP/Branch Manager
Rancho Park Office