



August 3, 2009

Mr. David George  
Chesapeake Creative Services  
708 Oyster Cove Drive  
Grasonville, MD 21638

Re: Hemingway's Newsletter and Website

Dear David:

Both Steve and I have received numerous compliments on both our Hemingway's website and our Newsletter. Having both of these marketing tools has helped increase customer feedback which in turn has helped us continue to improve on customer service and other areas. Your input and ideas have been extremely helpful in taking our business to its next step.

People really enjoy reading the Newsletter and it is a great way to keep our customers informed of what we are doing. Including the coupons was a good idea too, as we have many customers using them on a weekly basis. The photo carousel has also been very useful for highlighting guests in attendance at Hemingway's and Lola's events.

Thank you for all your hard work in helping Hemingway's and Lola's Sunset Grill become technically advanced! I also appreciate your patience, diligence, creativity and enjoy working with you every week.

Please feel free to use this letter as a reference or have any of your potential clients contact me personally for a reference.

Sincerely,

Biana Arentz  
Proprietor, Hemingway's Inc.