

June 2, 2014

To whom it may concern,

I am writing you in regards to the recommendation and acknowledgement of Concession Solutions as a first class company for providing consultation services for concession operations for College/University and Stadium concessions. Concession Solutions is currently our consultants for the New Gene Polisseni Center for our Men's and Women's Hockey team due to open in September 2014; since November of 2013.

Theresa Traulsen and her team have evaluated our current and future concessions by taking a proactive, hands on approach. They have attended events to view our operations, spent countless hours designing our concession layouts, providing training opportunities for our staff and cost savings on large capital expenditures of 100,000+ by connecting us to industry contacts. I must say that have been very pleased with the level of service we have received from Concession Solutions. Our Dining department as well as many other food service establishments; are very conscious of the high expectations that our customers have in terms of quality product and service, while at the same time we must focus on strict adherence to budgetary goals by way of sound procurement practices.

Concession Solutions greatly understands the economic climate we are in today. They have followed through with transparent collaboration. Understand that this is a short list of the many advantages that RIT Dining Services has had with our relationship with Concession Solutions. In my opinion a large portion of our business is centered on establishing appropriate professional relationships, coupled with making sure our business practices are sound at every level. I personally like to do business with the companies whom let their actions speak louder than their words and I am confident in saying that Concession Solutions is model for other companies to use as benchmark for customer service.

Overall, it has been a pleasure working with Concession Solutions and their team, particularly Theresa Traulsen. I foresee our business relationship continuing for years to come and I believe that if you are considering them as a consultant you can feel confident that they will add value to your operations. Feel free to contact me to discuss this recommendation in greater detail, thank you.

Cordially,

Kory Samuels

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