



**Jerseys Pizza & Grill**  
**2360 Lakewood Boulevard**  
**Hoffman Estates, IL 60192**

To Whom It May Concern:

Eye Spy Spotter Service has been an incredibly valuable tool for assessing our restaurant. Their very detailed and thorough evaluations have really opened our eyes to service and integrity issues that an area manager, or even myself as the owner, may miss during a visit to the location, since the staff's attitude always seems to change/improve completely when we are present in the building. Eye Spy provides the needed eyes and ears that we need to properly asses what are staff is really doing. It's really like having a manager on site that none of the staff or managers knows about. Now that's VERY valuable information for me.

Eye Spy evaluations catch both the good and the bad in their reporting. It really gives us an excellent view of what goes on when we are not present. These reports cover the gamut and they have caught our bar staff stealing, as well as, perfect service from some of the servers. Armed with these types of information, proper correction or praise actions can be taken by our management staff. The mystery shops also work as great reward as we provide a bonus structure as well when the staff is on top of their game!

Gregg Majewski  
Wildcat Investments, LLC  
[www.wildcatinvst.com/](http://www.wildcatinvst.com/)  
[www.jerseypizzaandgrill.com/](http://www.jerseypizzaandgrill.com/)