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September 14, 2009

John Kalfayan  
National Sales Manager  
Mini Melts  
2376 Culloden, TN 38119

Dear Mr. Kalfayan,

As a recent convert over to Mini Melts I wanted to take a moment to thank you for the outstanding service and dedication you showed us during the transition as well as throughout the season. Your courtesy and professionalism is greatly appreciated. I would like to provide you with some feedback of my own as well as some I received from customers and employees alike.

From a revenue stand point I can say that Mini Melts were our number one seller even beating out soda! The stand and promotional material you provided us was a huge factor in the high sales we attained from your products. I knew before we began to sell Mini Melts that they tasted much better than the competition but despite initial skepticism by employees it only took one bite for them to be able to understand where I was coming from. I even overheard guests saying on several occasions that this "ice cream" is so much better than the "other" stuff.

Overall, I am beyond satisfied with the service and quality of the product we received and look forward to many great seasons to come! Thanks again for your continued support and I will be sure to recommend Mini Melts to anyone in the industry looking to not only get a new ice cream product but anyone who may be looking to make a "step up" in customer service and product satisfaction.

Regards,

A handwritten signature in blue ink, appearing to read "Kyle Embry".

Kyle Embry  
General Manager, Wet Zone Water Park