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November 17, 2003

Nick Sylvester
Restaurant Owner
Sylvester's North End Grille
4305 Portage St. NW
Canton, OH 44720

Dear Nick Sylvester,

I am writing this letter to tell you about the great service I had at your restaurant on Saturday, November 15, 2003. I have never been to your restaurant before and was very pleased with the atmosphere and sophistication of Sylvester's. I arrived with a large party and was directed to the back of the restaurant where our table was already set up and everyone had a glass of water. This was nice to see, because we did not have to wait for anything. Although we had made reservations, it was still a nice added touch to make my experience great.

Our waitress was very friendly and handled our large party with ease. She interacted with our group and made us feel comfortable in your restaurant. The service she provided was quick and accurate as well. For an upscale restaurant, I had expected service to be a little slow, but it was a wonderful change to get our salads and food quickly. My food was excellent. My steak had been prepared well, and the side of angel hair pasta was very good also. I believe the other members of my party enjoyed their food as well.

I also appreciated that while we had a large group of young people, we were still treated with respect and courtesy. This is the main reason why I felt so comfortable in your restaurant and had such a great experience. It was nice to feel that we were treated the same as any other customer's in your restaurant. Even when we were cheering during the Ohio State vs. Purdue game, we were still treated with the same great service.

In my opinion, my experience at your restaurant was exceptional. I did not know what to expect going into your restaurant, because I had never been there before. However, I walked out with admiration and respect for Sylvester's and I will definitely return in the future. Thank you for the memorable experience!

Sincerely,

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