



1460 Buffet Way

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EAGAN, MN 55121-1133

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(651) 994-8608

January 5, 2014

Mr. Michael Legel
22023 Allentown Road
Tremont, IL 61568

Dear Mr. Legel,

We are very sorry about the mixup that occurred with our New Years Day menu! Some stores were to be serving breakfast on New Years Day, and others were to serve their normal menu and open up at 10am that day. There was a miscommunication in our emails to guests, and we do apologize for the inconvenience and disappointment that day!

I am sending out to you a couple passes for a free meal at any of our locations, good for any meal period, as my apology to you for our mistake. Once again I'm sorry for the miscommunication on our end. I do appreciate your business!

Sincerely,

Tom Eggebrecht
Area Director
Buffets, Inc.

January 7, 2014

Tracey Legel
22023 Allentown Road
Tremont, IL 61568

Dear Tracey Legel:

Thank you for taking the time to contact Buffets, Inc. concerning your recent experience with one of our restaurants. We assure you that your comments are truly valuable and have already been provided to management for appropriate action. Your feedback is important because it allows us the opportunity to improve the experiences for all of our guests. Customers have many options when deciding where to eat. Our goal is to have them think of our restaurants first.



We are pleased you are a customer who takes the time to give us valuable feedback. In appreciation of you taking the time to contact us about your experience, we would like you to come back and enjoy this complimentary "Be My Guest Pass". We are committed to your satisfaction and look forward to your next visit.

Sincerely,

Greg Graber
Chief Operations Officer
Buffets, Inc.

Please Note: This entire letter must be presented for redemption at the restaurant.
9297255



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Greer, SC
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