

Brent Nichols  
902 E Myrtle Ave  
Phoenix, AZ 85020

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Rock Bottom Brewery  
115 Stuart Street  
Boston, MA 02116

To Whom It May Concern:

The strangest dining experience of my entire life occurred while visiting your establishment, so I decided to write you to see if this was an ordinary occurrence with your restaurant chain. Your answer will determine whether I eat at Rock Bottom ever again.

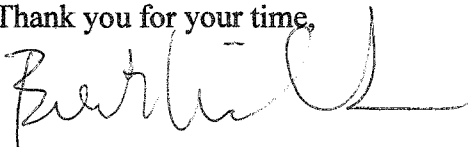
As I was walking by the kitchen, a member of your staff stopped me. The person appeared extremely hectic and asked for my help. The waitperson was carrying a full tray and wanted me to bring an additional plate of food to a table. I was happy to help since the restaurant seemed so busy, so I went with the waitperson and dropped off some food at a table.

However, walking back to the bathroom, I was asked two more times to deliver food to your customers. The last time I realized that it was my own meal.

The whole incident didn't strike me as that unusual until a customer approached me to say that he felt bad that another diner delivered his food and he wanted to tip me. Now after discussing the night with my friends, they say that this has never happened to them before. I suppose it was strange, but being older and not dining often, I figured that this must be a new custom of some sorts. Realizing it may not be, I am bothered.

Do you often ask customers to help in the running of your business? If so, I do not feel comfortable dining at your restaurant any longer. Was it wrong to accept the tip? There has never been a problem at the other Rock Bottom locations in my hometown.

Thank you for your time,

A handwritten signature in black ink, appearing to read "Brent Nichols", written over a horizontal line.

Brent Nichols