



## HIT ROCK BOTTOM

Mr. Brent Nichols  
902 E. Myrtle Ave  
Phoenix, AZ 85020

21<sup>st</sup>, May 2004

Dear Mr. Nichols,

I am writing this in response to your letter detailing your dining experience on May 16, 2004. I would like to apologize for the peculiar events on that evening. In the 21 years I have spent in the restaurant industry, I have never witnessed or condoned the actions that you had encountered. I can assure you, there is no new custom of assisting in the service of food by the guest.

I would like to gather as much information as I could about the evening in question. I am assuming that you dined with us on Sunday, May 16, 2004. Is that correct? What did the server look like that initially asked you to assist? Male, Female, tall, short, blond, dark, etc? You had mentioned that after delivering the food to the table, you were asked on two additional occasions to do the same as you were still trying to complete the journey to the restroom. Was it the same server asking for your assistance repeatedly? Or did two different servers approach you? If so, what did they look like? You had also mentioned that on the final occasion, you were delivering your own meal. Was the server(s) asking for your assistance the individual who was waiting on you table? About what time were you in the restaurant? Where was you table located? Was it a booth? Table by the windows? Table by the restrooms?

Thank you for taking the time to communicate this very bizarre situation. Once again, I can assure you that this is not how we run our business. With your assistance, I am hoping to pinpoint who was responsible in order to follow up appropriately. I am looking forward to hearing from you. Please do not hesitate to call or write back at your convenience.

Sincerely,

A handwritten signature in dark ink, appearing to read "Timothy Cleland". The signature is fluid and cursive.

Timothy Cleland  
Senior Managing Partner  
115 Stuart Street  
Boston, MA 02116  
617.742.2739



## HIT ROCK BOTTOM

May 29, 2004

Mr. Brent Nichols  
902 E. Myrtle Ave.  
Phoenix, AZ 85020

Dear Mr. Nichols,

I am replying to your letter concerning your last visit at our Rock Bottom here in Portland. As you stated, the experience you had is quite odd. I would really like to get some more details from you so I can handle this incident properly.

If you would like to respond via telephone we will be able to rectify this situation at a much quicker pace, although I will understand if you chose to write another letter to us.

Can you tell me who your server was, what day it was, what time it was and what types of food you were asked to deliver to tables? Were you by the pizza oven or the salad station?

I have honestly never heard of this type of guest treatment and just need to know more info in order to handle it the best way possible. Once I am able to get this information, I will be able to send you some gift certificates and try to get you back into our restaurant.

We look forward to hearing from you soon.

Bill Dickinson  
General Manager  
Rock Bottom Brewery  
Portland  
503-796-2739