

February 13, 2008

Bill and Susan Strachan  
105 Alternate 19 North  
Palm Harbor, Fl 34683

Dear Bill & Susan,

We just wanted to take this opportunity to thank the two of you for welcoming us into your world of ice cream bliss! We really enjoyed participating in Strachan's Ice Cream School. The school was a terrific investment for us. We are opening our store early August, 2008, and attending your school has saved us an immeasurable amount time, money, and headaches.

From making over 90 gallons of ice cream ourselves, to meeting and greeting customers, we are truly thankful for the practical knowledge and invaluable hands on experience we were afforded. The school shared information on opening/closing a store, hiring and managing new employees, tips on running the cash register, ice cream production, recipes, marketing, equipment use and maintenance, and so on.

Everyone at the store was absolutely terrific. Not only did you work with us directly, but your managers and hourly employees also welcomed us, answered all of our questions, and shared about the industry from their perspectives. They are a wonderful reflection of you and your love for the business. Furthermore, we feel all the more secure and confident knowing that your family has offered to continue to be a resource for us as we inevitably encounter different obstacles. Trust us....we will call!

Thanks again for you hospitality, honesty, and eagerness to help us to be successful.

Sincerely,

Jason Knight & Edgar Everett