

Riverside Liquors

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Nashville, TN 37205

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April 30, 2002

Chris Ansel, Jr.
70 Dove Street
New Orleans, LA 70124

Dear Mr. Ansel:

The purpose of this letter is to ask you to reconsider the decision to dismiss Gilberto Eyzaguirre from Galatoire's. Gilberto has been my waiter for the past 20 years. Before I plan a trip to New Orleans, I call to make sure he will be working during my visit. If he is not scheduled to work, I change my plans to the days he will be there. I have always felt that Gilberto is a company man and have always known him to be so proud to work for Galatoire's. I don't find many people who love their work—Gilberto is one of those few.

Writing this letter reminds me of 9/11. I was in Galatoire's on Friday after the attacks on the World Trade Center. There were very few people in the restaurant. Most of them were singles that had been stranded in New Orleans. They seemed very sad. Gilberto came to my table and asked if I would mind if he invited these people to join my guests and me. He had the idea that we could cheer them up and help them have a better evening. I said of course. The people joined my table, and it seemed to brighten their evening. Gilberto is that type of person--always trying to make a bad situation better. I have found over the years that he is a very kind and caring person.

During most conflicts, there is usually room to compromise. I hope that happens in this case. If there is some way this conflict can be worked out, I believe we would all be winners—Galatoire's, Gilberto and the customers. I will be eternally grateful if you can work out a solution to bring him back.

Sincerely,

Gary Lee Smith

cc Michelle Galatoire
Kenneth Holditch
Julia Reed