

May 1, 2002

Galatoire's Board of Directors


Re: Gilbert

To The Board:

We have just learned of the rather shocking treatment of Gilbert and want you to know that without his presence, there is very little reason for us to return to Galatoire's or to recommend it to others. Because of the many changes instituted at the restaurant, we have found fewer reasons to dine at Galatoire's but Gilbert is the sole reason for returning when we have. In fact, we never go to the restaurant unless we know Gilbert will be there. While Gilbert may represent something "old" to the current management, to us he is the very character of the restaurant and what distinguishes it from any other restaurant in the City.

Instead of making what appears to be a short sighted personnel decision to disperse Gilbert's clientele to the other wait staff, I believe your actions will have the opposite effect for the local patrons. Of course, management may not care and will be content to have the tourist market and go the way of Antoine's. A better approach to gaining a customer base would be to have the newer staff watch how Gilbert and the other polished waiters interact and treat their customers. They will develop their own loyal following and continue a tradition that has been unique and successful to Galatoire's over the years. I can only hope someone with common and business sense will take corrective action in this misguided action by reinstating Gilbert.

Sincerely,



Sharon A. Robinson
1023 Franklin Avenue
New Orleans, LA 70117