

**STEPHEN R. REMSBERG
5409 SOUTH ROCHEBLAVE STREET
NEW ORLEANS, LA 70125**

May 15, 2002

Dr. Kenneth Holditch
732 Frenchman Street
New Orleans, LA 70116

Re: Galatoire's

Dear Dr. Holditch:

We received a phone call Friday from our waiter at Galatoire's, Gilberto, who was quite upset, understandably, at having been fired.

I do not know the circumstances of Gilberto's termination, except that they had something to do with some trumped up claim of sexual harassment, but Gilberto felt that the alleged infractions were so transparent that management might reconsider his termination.

I understand that you are collecting letters from concerned patrons and I wish you would add this letter to the stack. We were victims of the great Mother's Day Disaster several years ago, when the current manager took over day-to-day control, having never eaten in the restaurant himself prior to taking charge. In the 23 years my family have been regulars at Galatoire's, it was the only bad meal we ever had. Our waiter for that occasion, the late Caesar Rodriguez, had tears rolling down his cheeks at the frustration. We intended to celebrate Mother's Day this year with dinner at Galatoire's but we chose not to risk it without the reliable service of our regular waiter. One disaster was enough.

For all those years, either Caesar or Gilberto has served us. We rely on Gilberto for daily recommendations. He has made us feel special, has watched our children grow up, and has made Galatoire's more than just a restaurant to my family.

The restaurant needs to realize that the relationship with the waiter is one of the key factors in the restaurant's success, particularly during the months when the tourists go to milder climates. It is obvious that the current manager is jealous of the ties between senior waiters and

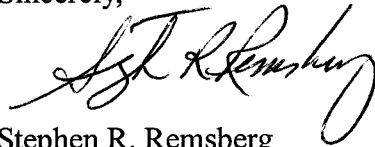
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the customers and wishes to weaken them in any way he can. That is an unfortunate view, since it is the tie with the waiter that is, indeed, the tie to the restaurant.

I have no idea whether this and other letters like it would do any good, but if you could place my letter in the hands of someone who might care, we would appreciate it.

Thank you for your courtesy and cooperation.

Sincerely,

A handwritten signature in cursive script, appearing to read "Stephen R. Remsberg". The signature is written in black ink and is positioned above the printed name.

Stephen R. Remsberg