


September 21, 2007

To Whom It May Concern:

Lexus of Westminster has been using MCS consulting services for almost a year and are very pleased with both the relationship and the results. Together we have increased the net departmental profit of Service and parts by over 80% year to date. One of the key elements has been their online menu system. We know that every customer has the same process every time. The customers are now more aware of what the factory recommends for service and what is recommended by the dealership. The online menu system has had a positive impact on performance on the service drive. I would recommend the products and services from MCS to anyone who takes the fixed operations of a dealership seriously.

Sincerely,



John Oh

General Manager

Lexus of Westminster