



April 23, 2010

Action Sales,

Universal Studios Hollywood has visitors from all parts of the United States and the world. Our mission has always been to deliver a world-class experience to every guest that enters our gates. From entertainment to food service, our number one goal is always guest satisfaction.

In order for the Food Service department to provide the best service to our guests, our operators must deliver quality food everyday. As the Director of Facilities for Food and Retail, our department's task is to provide the food operators with the proper facilities and equipment. This can be an arduous task, with ever-changing menus, adhering to budgets, demanding schedules, and meeting the needs of the various food operations. Since every venue on our lot is different, therefore their equipment needs are also different. Having a kitchen equipment supplier that understands our needs, that can deliver when we need it, and at a good price, is very important to our business.

Action Sales, has been our food equipment provider of choice. From pricing to service, Action Sales has always delivered the best. Ordering custom equipment through Action Sales has never been a problem. Mona Lau is thorough in verifying specifications and makes sure that we get what we need.

One of the biggest benefits of Action Sales is that they stock a wide range of every type of kitchen equipment. Since we are open 365 days a year, we never know when we will encounter a problem. There have been a few instances we've had equipment go down on a Friday and by Saturday morning Action's truck has already delivered the needed equipment.

For new construction and remodels, Action has always delivered on time.

In a fast-paced entertainment industry where price and service is so vital, it is great to know that Action Sales is there to assist us in all our needs.

Sincerely,

A handwritten signature in black ink, appearing to read "Roy Nakano".

Roy Nakano
Director of Facilities, Food and Retail
Universal Studios Hollywood