



November 21, 2014

Sierra Lane Construction Ltd.
5320 89 Street NW
Edmonton, AB
T6E-5P9

To Whom It May Concern:

The purpose of this letter is to formally and publicly recognize Sierra Lane Construction Ltd. for the excellent service they have provided to RRGB Restaurants of Canada Ltd. Throughout the 2013 launch of the newest restaurant located in Sherwood Park, Alberta and up until present time, they have been instrumental in supporting all five locations in Alberta with superior service. In my opinion, the level of professionalism that owner, Benson Chiu and his company have extended to Red Robin has exceeded our expectations.

I have been so impressed by the support and service provided by Mr. Chiu and his team that I felt compelled to go on record with my praise-these people truly deserve it. In an era where exceptional one-to-one customer service has virtually disappeared, the work that Benson and his team have done should be held up as an example for others to emulate.

What particularly impressed me about the level of service provided by Mr. Chiu and the Sierra Lane Construction team was that there were no additional financial rewards involved. It appears that it was simply the team's extraordinary commitment to excellence in customer service and support that motivated them to always go the extra mile. Their example even had a positive impact on the attitude and productivity of our own staff!

In closing, I believe that Benson Chiu and his team at Sierra Lane Construction truly deserve to be congratulated and rewarded for providing customer service well beyond the expectations of our company. They continue to be an integral part of our restaurants as we utilize their expertise in building and remodeling our locations.

Sincerely,

A handwritten signature in black ink, appearing to read "P. Breda".

Paul Breda
Regional Operations Director
RRGB RESTAURANTS OF CANADA INC.