

From: "Caplan, Oliver" <ocaplan@seas.harvard.edu>

Date: September 30, 2014 at 12:40:03 PM EDT

To: "BostonsBestBar@aol.com" <BostonsBestBar@aol.com>

Subject: Re: Customer service follow up from September 23

Hi Dianna,

Tina was EXCELLENT and everything went very well - thank you!

All the best,

Oliver