

The certificate is set against a background of a stylized American flag with stars and stripes. The word 'WOWED' is in large white letters, and 'AMERICA' is in large blue letters. The words 'Certificate of Sighting' are written in a cursive font. The recipient's name and restaurant are in large bold letters. The date and time of the sighting are at the bottom right. The background of the entire certificate is a stylized American flag with stars and stripes.

SM

WOWED AMERICA

Certificate of Sighting

Awarded To

Hayatt Mohammed Mastro's Steakhouse

For delivering the WOWEDFactorSM

WOWEDFactorSM: a personal experience a customer has with an employee of a business that is perceived by the customer to be so humanizing, engaging or connecting, that the customer's perception of that individual, and consequently the business, becomes significantly enhanced.

Sighting Recipient: Alice Cannon

Date/Time of Sighting: October 30, 2010 10pm

Testimony: "Mastro's is an upscale California based restaurant group that just opened their first Chicago location in October, 2010. Two female friends and I visited Mastro's strictly for drinks after having dined at a different restaurant. Oftentimes a group of 3 women visiting a restaurant solely for drinks is not welcomed by wait staff. My friends and I are not big ticket drinkers, and the wait staff cannot wait to turn our table to make more money. Not Hayatt! She could not have been more welcoming! Truly cared about our drink selection and it appeared that the portions she served us were generous. She chatted with us and was totally engaging. We did not order dessert--all of a sudden Hayatt appeared with an entire butter cake, a Mastro's signature dessert, that was complimentary for our group. Delicious! We devoured the entire cake! Hayatt made us feel special. We will go back to Mastro's and insist on working with her!! I called her Manager, David Place, to obtain her contact information, and he is aware of the 'WowedAmerica' initiative."