

Our company, **Velvet Bean** Coffee Shop, is into its second year of doing business with **Upper Midwest Gourmet**.

Products:

We find their products to serve our needs well providing pricing and quality that other vendors are unwilling or unable to supply.

Our customers often comment on the high quality of the coffee and espresso we serve.

Staff:

From the executive management, to the salesmen, to the warehouse personnel, to the coffee roaster, all across the board the staff at UMG has been kind, helpful and generous in sharing their knowledge and ideas.

Pricing:

When comparing UMG with local vendors, we find that their pricing is often unbeatable as well as reasonable.

Personal Attention:

At UMG the customer service we have experienced has been grand. UMG has gone out of their way to guarantee our satisfaction as customers in all products and services that we purchase from them.

Ethics:

We have found David Chall and his staff to be fair, ethical and kind in their business and personal interactions with us which has not always been our experience in dealing with other Vendors. The commitment of UMG to fair trade-organic coffees provides the customer with a fine cup of coffee and provides the growers many opportunities in education, health and well being that huge corporations fail to acknowledge or provide.

Conclusion:

We doubt that a business could go wrong when choosing **Upper Midwest Gourmet** as their vendor for virtually all coffee shop and coffee related needs. We unconditionally recommend UMG for all coffee related needs.

Albert & Solita Reum
Velvet Bean Coffee Shop
Located inside Grand Casino Hinckley
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