

Talley - Tucker & Asociados
Consultants in International Marketing and English Communications

Calle Rabihorcados, Las Palmas II, Depto. 001-C
Ixtapa-Zihuatanejo, Guerrero 40880 México
Direct Dial from USA: (755) 553-3308
E-Mail: pattalley@prodigy.net.mx

2008 JUL 14 PM 12: 39
CITY OF ANN ARBOR
CITY CLERK
REC'D

July 8, 2008

Delivered by electronic mail and certified mail to:

Messrs. Matt Tice and Dennis Tice
PIZZA HOUSE RESTAURANT
618 Church Street
Ann Arbor, MI 48104 USA

Re: Incident in your restaurant on April 10, 2008

Dear Messrs. Tice and Tice:

I am an alumna of the University of Michigan, a professor of international marketing and a consultant to the hotel, restaurant and tourism industries in Ixtapa-Zihuatanejo, México. On April 10, 2008, I was present at your restaurant with students from the Ross School of Business of the University of Michigan to discuss my participation in their annual business conference to be held in January 2009.

After an otherwise enjoyable afternoon, I placed a \$20.00 bill in the server's tray to cover the \$16.93 check; the two (2) students had salads and I had a cup of soup. After being distracted by the activity at the table as we were preparing to leave, I noticed that the \$20.00 bill was gone and a \$5.00 bill had been left in the tray instead. Believing that my bill had been cashed out by the waitress, I informed her that she had left too much change. The waitress said that she had not taken the \$20.00, that the bill had not been paid and that she had not left the \$5.00 bill as change.

I live in Mexico and normally carry Mexican Pesos, so I was certain how much American currency I had that day. I recounted my money and insisted that some mistake must have occurred. I was first approached by a white female who informed me that none of the other waitresses had taken the \$20.00 and the bill had not been paid. Then I was approached by a black employee who informed me that I could not leave the restaurant until I paid the bill again.

I then tried to speak with you personally (the dark-haired owner) to obtain your assistance in resolving the matter, at which time you told me that **"there was nothing to discuss, because I was a liar, a thief and a scam artist who was just trying to get a free meal."** I was in shock! I told you that I was no liar or thief; I was a graduate of the university and I was meeting with students. **You then approached the students at the table and accused them of being "part of the scam because you had overheard them laughing during the meal."**

Not only were your public statements about me, slanderous, libelous and defamatory – they are untrue. I am not a "liar, a thief and a scam artist," and I certainly would not fly over 3,000 miles to jeopardize my professional reputation, honor and integrity to cheat your establishment out of cup of soup!

After being publicly humiliated by you and your staff, I paid the bill again, only to be accused of trying to "assault" you when I warned you that you could be slapped for talking to a lady in such an insulting way. **You then locked me and the students in your restaurant for over twenty minutes, while you waited for the Ann Arbor police to arrive. You meet with the police outside the locked doors and caused them to issue a citation for trespassing, warning me that I would be "arrested" if I patronized your establishment again. While you held me and the students captive waiting for the police, I tried to explain to you (the white-haired owner) that I was a business professional visiting from out of the country. You told me that you "did not give a rat's ass where I came from - I was a liar and a thief."**

What was your motivation for this? Why did you, without benefit of talking to me, judge me to be a "liar, a thief and a scam artist"? I am a 57 year old woman; so obviously, I am not a kid prankster. I was dressed in a designer business suit and jewelry, so you should not have mistaken me to be economically destitute and in need of stealing a cup of soup. I identified myself and the students as being associated with the university, yet you still accused all of us as being "part of a scam." I think you prejudged me and jumped to this erroneous conclusion because I am an African American woman with dreadlocks. The most horrendous part of all is that you left the STUDENTS with the impression that they were being racially profiled.

Over the past two (2) months, I have been deliberating about what action to take in response to this matter. I am prepared to file a lawsuit in the amount of \$350,000 and to make the public aware of your horrific treatment of three (3) African American women associated with the university. You may settle this matter privately by paying damages of \$50,000 USD for false imprisonment, malicious prosecution, libel, slander, defamation, and mental and emotional distress. As settlement, I also want a public apology to me and to the affected students. You must also agree to sensitivity and customer service training for you and all your staff that was present on the day of this incident. **Again, I am not a liar, a thief nor a scam artist – I am a Michigan MBA!**

This settlement offer will remain open for acceptance for ten (10) days from the date of this letter. After that time, I will proceed in a manner that is most appropriate based upon your response or lack thereof.

If you wish to discuss this matter, please contact my husband Mr. William Tucker at 011-52-755-553-3308 (I refuse to talk to you until you learn how to properly address a lady and the matter is settled to my satisfaction), or you may send your written reply to my USA address:

Mrs. Patricia Ann Talley-Tucker
8865 Mettetal Street
Detroit, Michigan 48228 USA

Sincerely,

Patricia Ann Talley-Tucker

Mrs. Patricia Ann Talley-Tucker, Partner
Talley-Tucker & Asociados, Ixtapa-Zihuatanejo, México
University of Michigan, MBA Class of 1983

Distribution to:

William H. Tucker, President, Talley-Tucker & Asociados, Ixtapa-Zihuatanejo, Mexico
Ms. Karima Holland, Affected Student at the University of Michigan
Ms. Alantria Harris, Affected Student at the University of Michigan
Dr. Mary Sue Coleman, President, The University of Michigan
Dr. Robert J. Dolan, Dean, The Ross School of Business, The University of Michigan
Mr. Joffrey Wilson, President, Black Business Students Association, The University of Michigan
The Honorable John Hieftje, Mayor, City of Ann Arbor, Michigan
✓ The Honorable Body of the City Council of Ann Arbor, Michigan
Stephen K. Postema, Esq., City Attorney, City of Ann Arbor, Michigan
Chief Barnett Jones, Ann Arbor Police Department, Ann Arbor, Michigan
Ms. Mary A. Kerr, President, Ann Arbor Area Visitors and Convention Bureau, Ann Arbor, Michigan

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July 8, 2008

Stephen K. Postema, Esq., City Attorney, City of Ann Arbor
Chief Barnett Jones, Ann Arbor Police Department
100 North Fifth Avenue
Ann Arbor, Michigan 48107 USA

Delivered all by electronic mail and by certified mail to the City Attorney

Re: Citation for criminal trespassing issued to:
Patricia Ann Talley-Tucker
Michigan Driver's License: T 432 676 067 329
Date: April 10, 2008
Complaint by: Pizza House Restaurant, 618 Church Street

Dear Sirs:

On April 10, 2008 I was issued a citation for trespassing on the property of the Pizza House Restaurant on Church Street in Ann Arbor. The circumstances of that encounter are contained in the enclosed attachment. I request the following information.

1. What was the reason for issuing the trespassing citation to me? I was a paying customer of the restaurant. In fact, I paid the bill twice.
2. While I was being held captive inside, the police officers met with the restaurant owners outside of the locked restaurant doors and accepted their statement as fact. **Again, I was being held captive against my will after paying for the second time.** Why did the police not come to MY aide and accept MY statement of facts or that of the graduate students with me?

I would please like your response to this incident. Please send your reply to my USA address.

Mrs. Patricia Ann Talley-Tucker
8865 Mettetal Street
Detroit, Michigan 48228 USA

This incident is disturbing because of its racial overtones as well as my public humiliation and defamation. I hope to settle this matter privately with owners of Pizza House, but I am disturbed by the actions of the police department.

Sincerely,

Patricia Ann Talley-Tucker

Mrs. Patricia Ann Talley-Tucker
Partner, Talley-Tucker & Asociados
University of Michigan, MBA Class of 1983

Distribution to:

William H. Tucker, President, Talley-Tucker & Asociados
Messrs. Matt and Dennis Tice, Owners, Pizza House Restaurant, Ann Arbor
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Dr. Mary Sue Coleman, President
 Dr. Robert J. Dolan, Dean, The Ross School of Business
 The University of Michigan
 Ann Arbor, Michigan USA

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CITY OF ANN ARBOR
 CITY CLERK
 REC'D

Re: Incident at Pizza House on the University of Michigan campus

Dear Distinguished Professors:

I am a 57 year old African-American alumna, MBA Class of 1983. I live in Ixtapa-Zihuatanejo, Mexico where I am a professor of international marketing and a consultant to the hotel, restaurant and tourism industries.

On April 10, 2008, I returned to the USA and to the U of M campus to meet with representatives of the Black Business Students Association of the Ross School of Business to plan my participation in their January 2009 conference. **While having lunch with the students at Pizza House Restaurant on campus, I was publicly humiliated by owners Matt and Dennis Tice over a disputed bill. They accused me of being a "liar, a thief and a scam artist"; they accused the students of being "part of the scam"; they held us hostage in the restaurant and caused the Ann Arbor police to issue a citation to me for criminal trespass.**

I struggle for words to describe my horror and emotional distress with regards to this incident. Perhaps Mr. Matt and Dennis Tice treat other visitors to your campus in an equally atrocious manner, but I think this was a case of racial profiling. I interact with international clients who treat me with the utmost respect, but, I came back to MY own country and to the campus of MY own alma mater to immediately be classified as a "liar, scam artist and thief."

What is even more disturbing to me is the role the Ann Arbor police played in this matter. The bigoted and illegal actions of the Pizza House owners seemed to be confirmed by the police with their issuance of citation for trespass after I had paid the restaurant bill twice. The details of this incident are provided in the attachments.

I assure you that I will do everything possible to ensure that this type of indignation does not happen again, which may include a massive effort to inform the general public. I will try to settle this matter privately, but am prepared to use legal as well as the media to prevent others from being subjected to this type of racial profiling and humiliation.

This letter is to inform you of the situation and to alert you. Please feel free to contact me by e-mail at pattalley@prodigy.net.mx, by telephone (direct dial from US) at 011-52-755-553-3308 (Central Time Zone) or you may correspond in writing to my USA address.

Mrs. Patricia Ann Talley-Tucker
8865 Mettetal Street
Detroit, Michigan 48228 USA

Sincerely,

Patricia Ann Talley-Tucker

Mrs. Patricia Ann Talley-Tucker, Partner
Talley-Tucker & Asociados, Ixtapa-Zihuatanejo, México
MBA Class of 1983
Whitney M. Young, Jr. Fellow
National Black MBA Scholarship Recipient

Distribution to:

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