

## Melissa Paul-Leto

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**From:** Susan Mitchell <susanmkwf@gmail.com>  
**Sent:** Thursday, December 17, 2020 2:19 PM  
**To:** Melissa Paul-Leto  
**Subject:** Ram's Head Southernmost

Dear Kelly,

As a neighbor who has watched the corner of Whitehead and Petronia Streets evolve over the years, I am grateful.

When the space was a place for selling hats by day and empty during the evening, I didn't feel as comfortable walking home at night. When people are around, especially a lively restaurant, the safety of a neighborhood increases greatly. Crime does not happen when there are a few dozen witnesses.

I love experiencing the sound of laughter and the mellow music performed by extraordinarily talented artists in the once dingy space. The music is never loud. As a matter of fact, many diners focus on talking to each other rather than listening to the music, which could not happen if the music was excessively loud.

The leadership of Manager Kelly Norman can not go unnoticed. First of all, she and her team fixed up this corner of town when Blue MacCaw was under the ownership of Fran Gorzon. what many called the drug dealing corner, has transformed into colorful, tropical and popular eatery under Norman's leadership. Now, under the ownership of Ram's Head, Kelly and her team have fixed the place up even more,

and brought crab from Annapolis! The artists, including her husband Nick Norman, rival the talent of superstars like James Taylor. How lucky are we to be able to walk by and hear this tremendous talent?

Ram's Head Southernmost also invested in cleaning up the bricks, signage, trash and deck. It's a beautiful day in the neighborhood thanks to this business neighbor.

Last but certainly not least, Ram's Head has brought prosperity. Many of my neighbors in Bahama Village and people across our island have jobs thanks to this establishment. Every time I dine at Ram's Head, the staff members are not only grateful for their jobs, they have discussed how well they are treated and how much they enjoy working there. Kelly and the owners take excellent care of their hardworking team!

I too, at sixteen-years-old got started as prep cook in a restaurant in Cleveland Heights, Ohio. Then I scooped ice cream in a shop in the neighboring village of Shaker Heights and was then fortunate to then become a server at Tommy's Restaurant which paid my way through college! Everything I learned to be a successful entrepreneur today, I learned from Tommy at this restaurant more so than academic training. As I see the young people working hard at Ram's Head, I know they too are getting an education in successful small business creation. I wish both the restaurant and their team success at the eatery and in life.

Again, this neighborhood is beyond fortunate to have Ram's Head Southernmost.

Gratefully yours,

Susan Mitchell

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