**CONCEPT OF OPERATIONS**

Our concept of operations is to minimize life. Typically businesses like this do very well on the weekends and sometimes frightening. This is when you have a lot of families visiting you have your parties, these are typically very profitable days and profitable days, you're able to have more staff to run redemption to run the kitchen to run the front counter to host your parties to maintain safety on the floor. But during the week you don't have a lot of customers and even when you really get the business going to a high degree they're just never going to be huge attendance days. So you're never going to have the budget to schedule a whole lot of people. But weekdays can still be profitable, so long as you set your store up to be crammed with a minimum number of steps. So what we tried to do in the design centers like this, is we try to keep it where one or two people can run the entire front end, they can check in customers, they can make and serve food, they can bring food up within a few steps, they can quickly and easily get to the redemption counter or if there are any other types of activities within the store they can quickly and easily get to. So you want to keep your food operation your walk in check in your redemption centrally located to one spot there at the front of the store. We also want your store to have somewhat of an open view.

That's not just for the parents to be able to see their kids. That's also to allow one or two people up front to be able to watch the floor and maintain your safety standards for the facility as well. So that's very critical to keeping your labor costs which is typically your number one cost on a weekly basis for an entertainment center like this. So with the footprint you guys have, we definitely recommend taking your existing counterpace removing redemption and turning that into a very small footprint kitchen. We recommend either moving redemption out in front of that or removing redemption over into the check in shoe cubby area.

Again both of those options work very well and they would give a lot of space for or they would make it very quickly accessible to someone working up front and that would give them also still maintain that high visibility onto the floor to maintain safety.