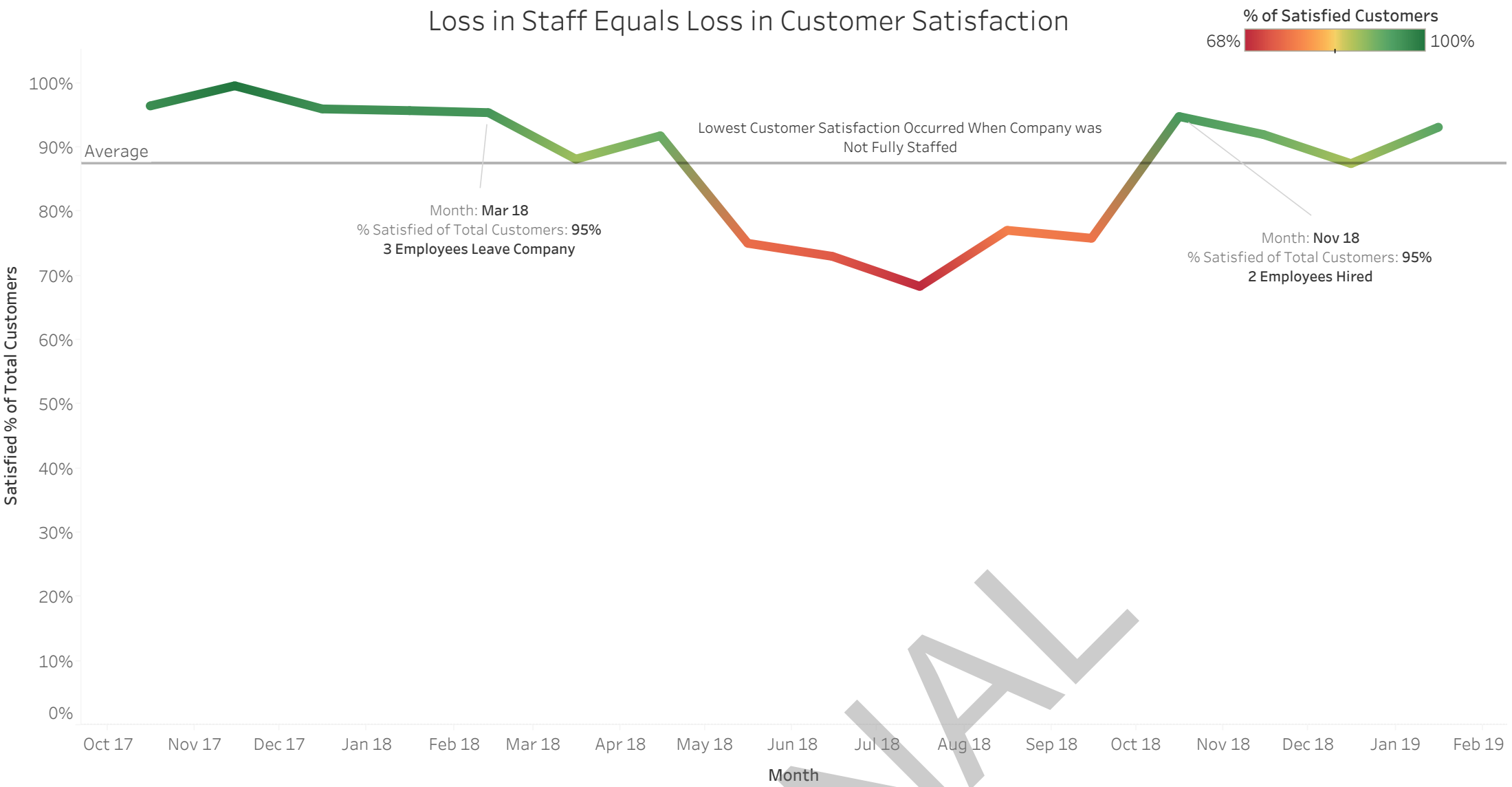


Implement Minimum Staffing to Maintain Customer Satisfaction

Loss in Staff Equals Loss in Customer Satisfaction



Full Staff Essential to Handle Influx of Customers & Retain High Customer Satisfaction

Positive Correlation between Number of Customers & Number of Satisfied Customers

Lowest Customer Satisfaction Five Months Before Increasing Staffing

November 2017	96%
December 2017	100%
January 2018	96%
February 2018	96%
March 2018	95%
April 2018	88%
May 2018	92%
June 2018	75%
July 2018	73%
August 2018	68%
September 2018	77%
October 2018	76%
November 2018	95%
December 2018	92%
January 2019	87%
February 2019	93%

