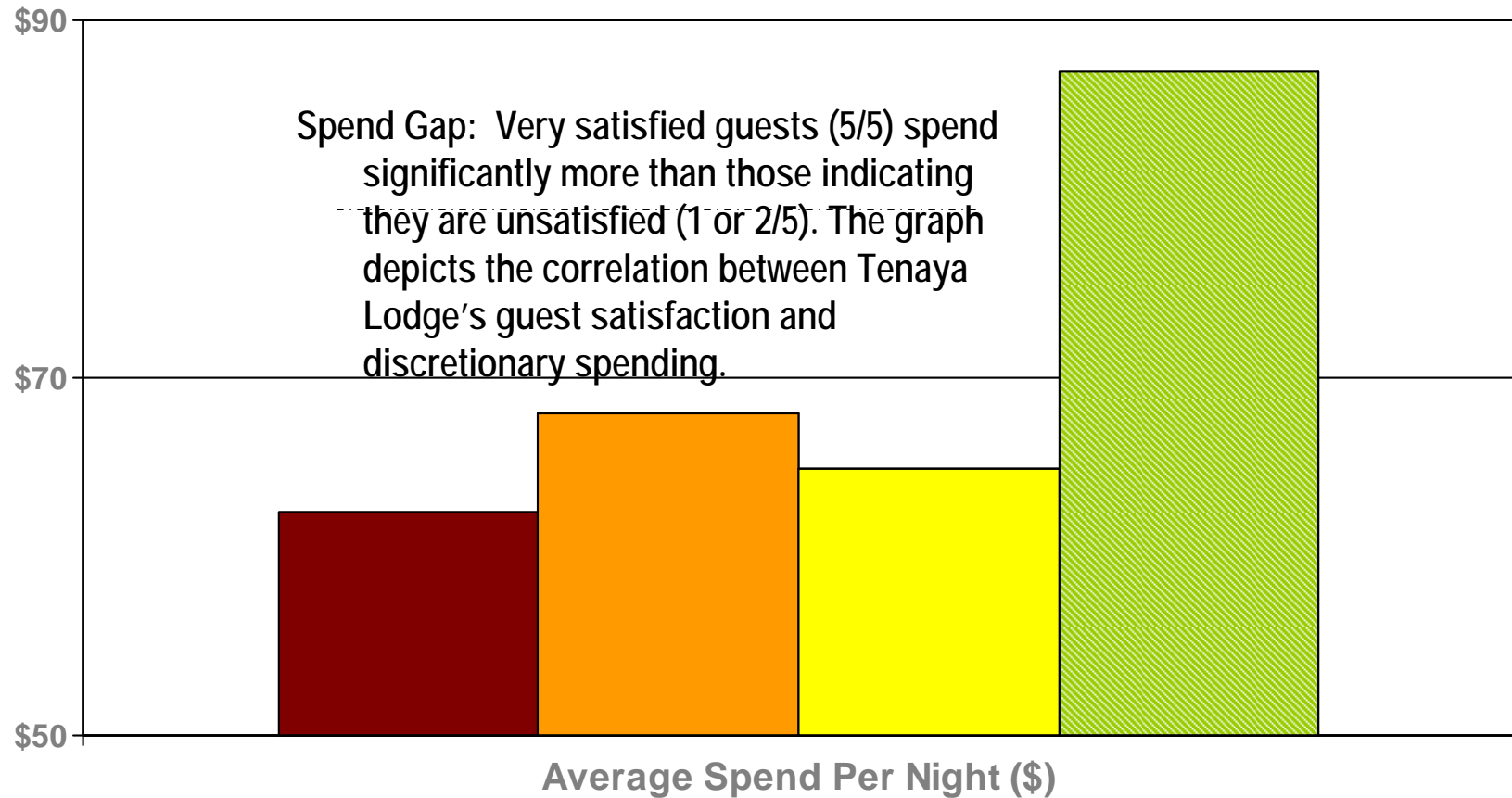


Impact of Guest Satisfaction on Discretionary Spend



■ Unsatisfied (1 or 2/5) ■ Neutral (3/5) ■ Somewhat satisfied (4/5) ■ Very satisfied (5/5)