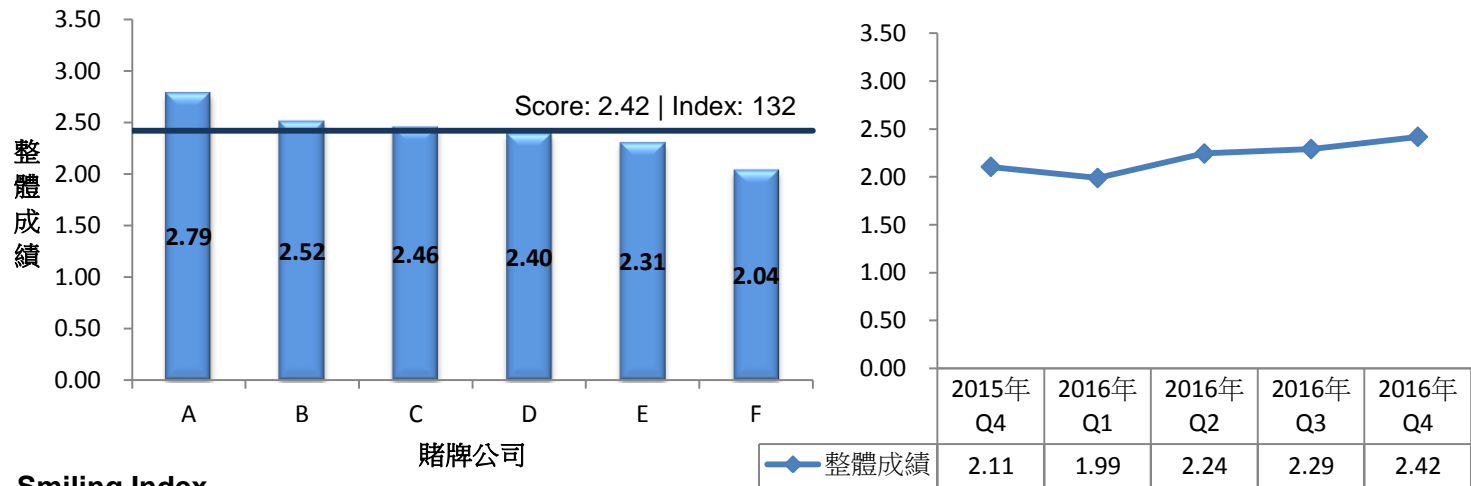


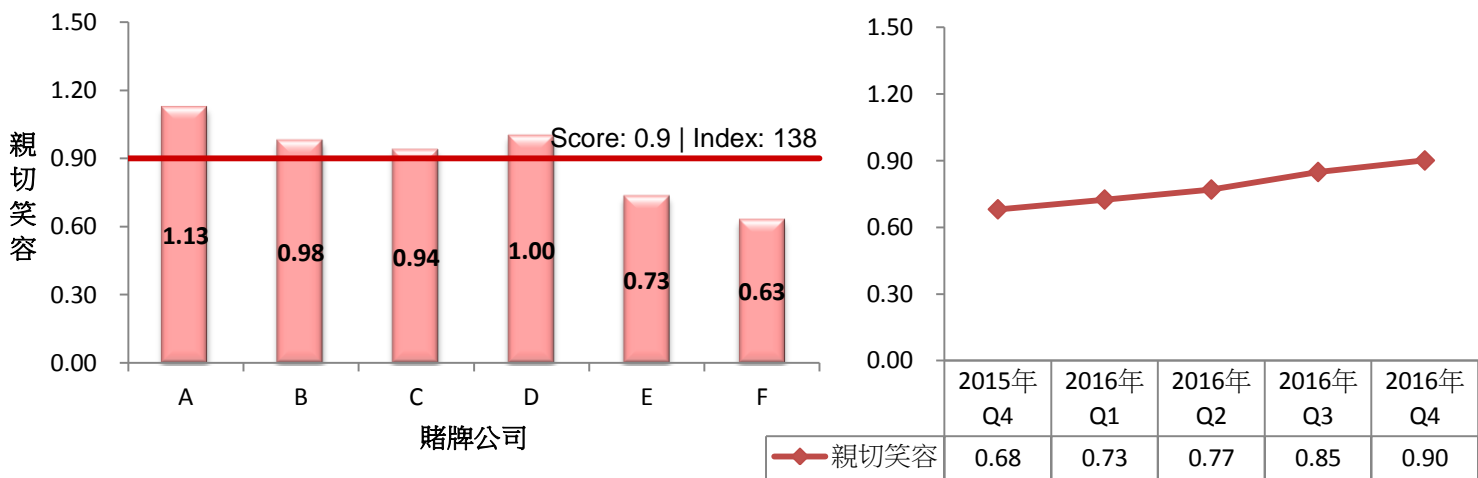
1. Overall Gaming Service Index (GSI)

Overall gaming score for 2016 Quarter 4 is 2.42 out of 3.50, index of 132 (based year 2013 at 100)



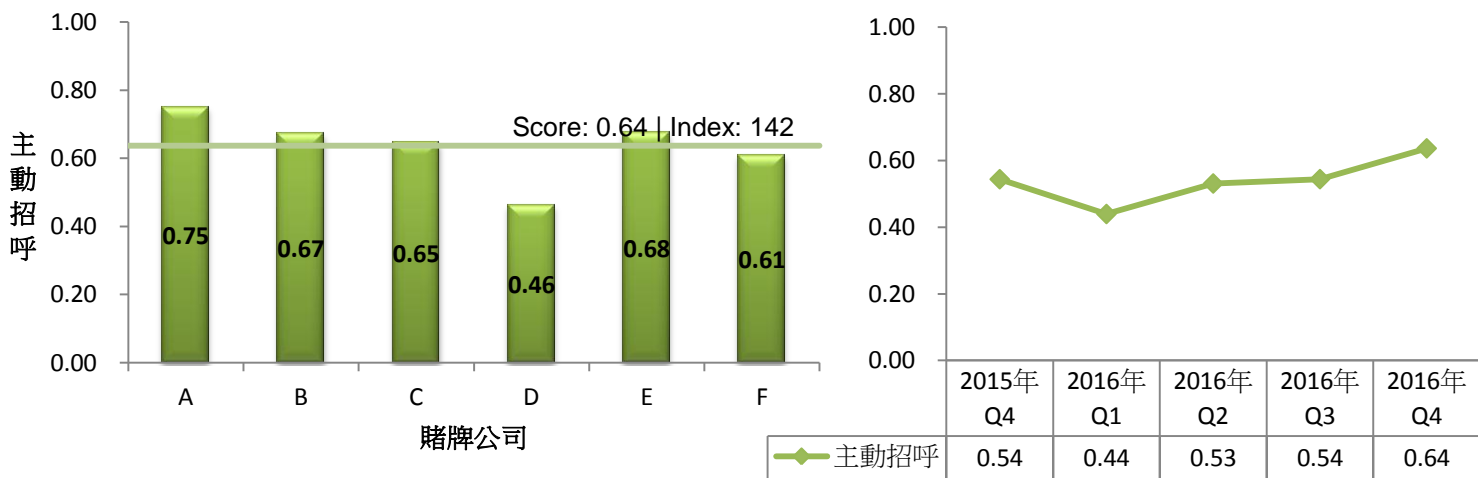
2. Smiling Index

Smiling score for 2016 Quarter 4 is 0.9 out of 1.50, index of 138 (based year 2013 at 100)



3. Proactiveness Index

Proactiveness score for 2016 Quarter 4 is 0.64 out of 1.00, index of 142 (based year 2013 at 100)



4. Tolerance Index

Tolerance score for 2016 Quarter 4 is 0.88 out of 1.00, index of 122 (based year 2013 at 100)

