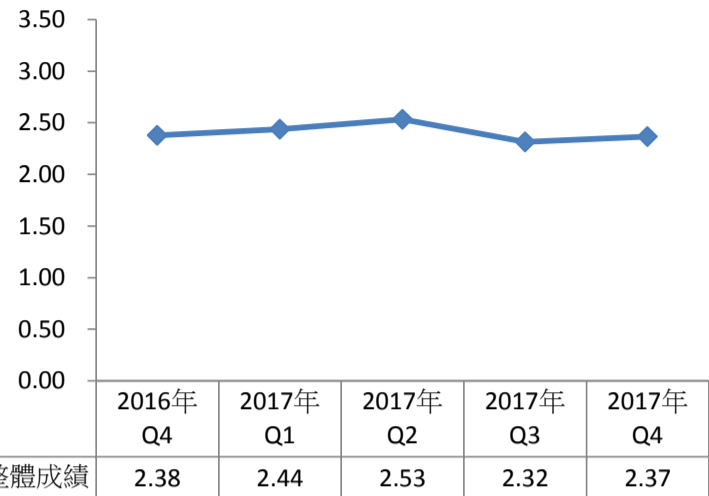
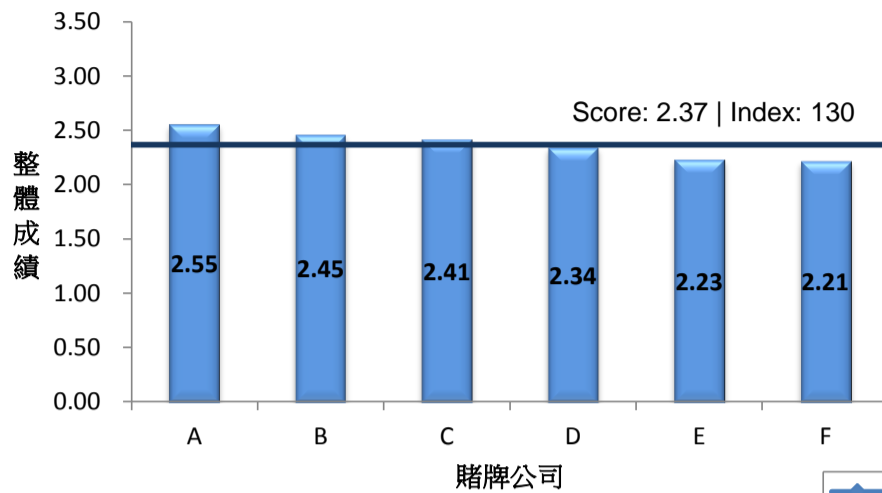


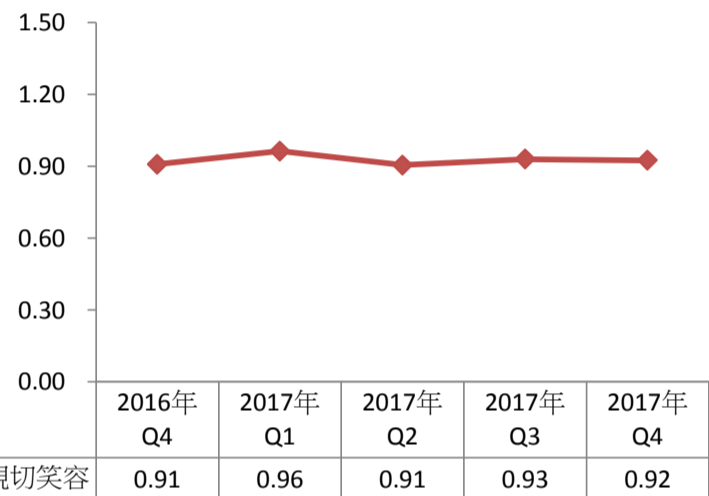
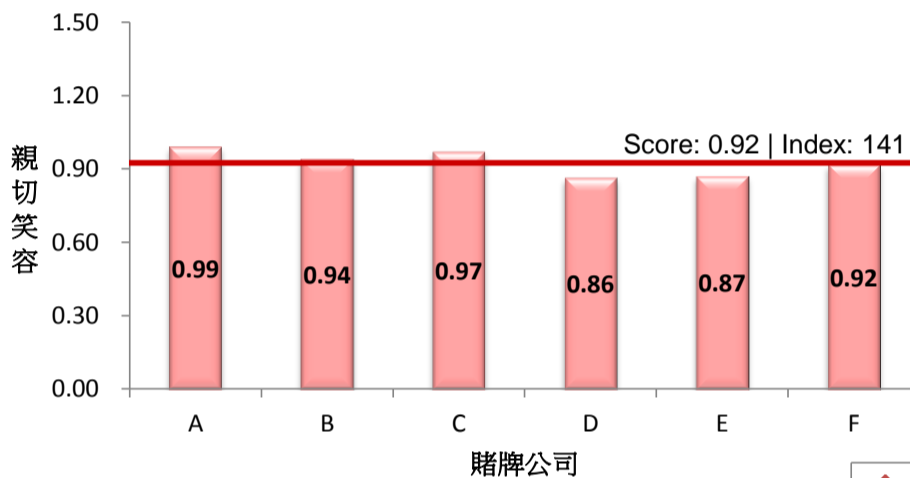
1. Overall Gaming Service Index (GSI)

Overall gaming score for 2017 Quarter 4 is 2.37 out of 3.50, index of 130 (based year 2013 at 100)



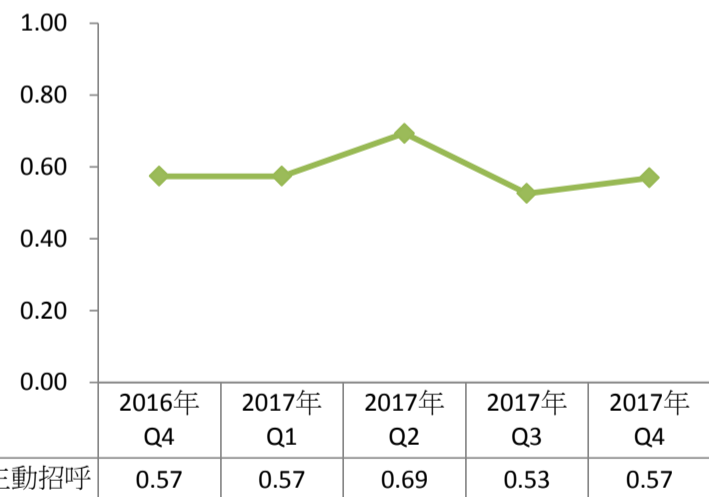
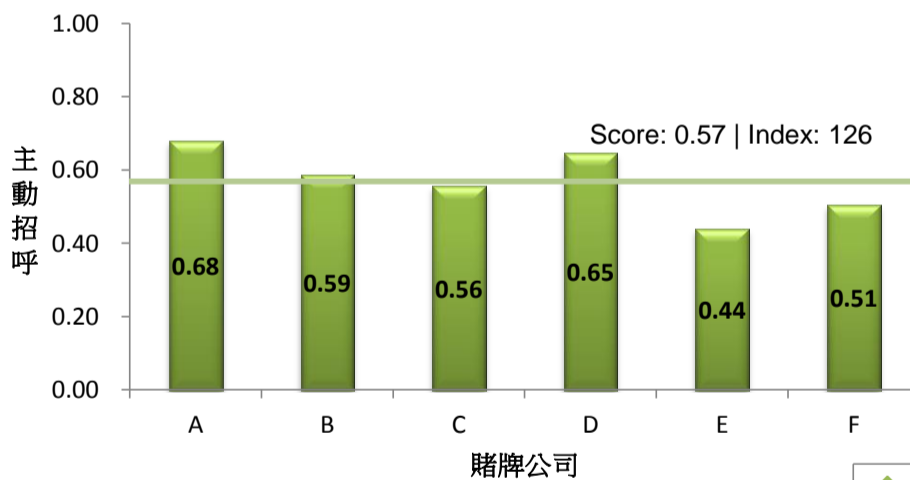
2. Smiling Index

Smiling score for 2017 Quarter 4 is 0.92 out of 1.50, index of 141 (based year 2013 at 100)



3. Proactiveness Index

Proactiveness score for 2017 Quarter 4 is 0.57 out of 1.00, index of 126 (based year 2013 at 100)



4. Tolerance Index

Tolerance score for 2017 Quarter 4 is 0.87 out of 1.00, index of 121 (based year 2013 at 100)

