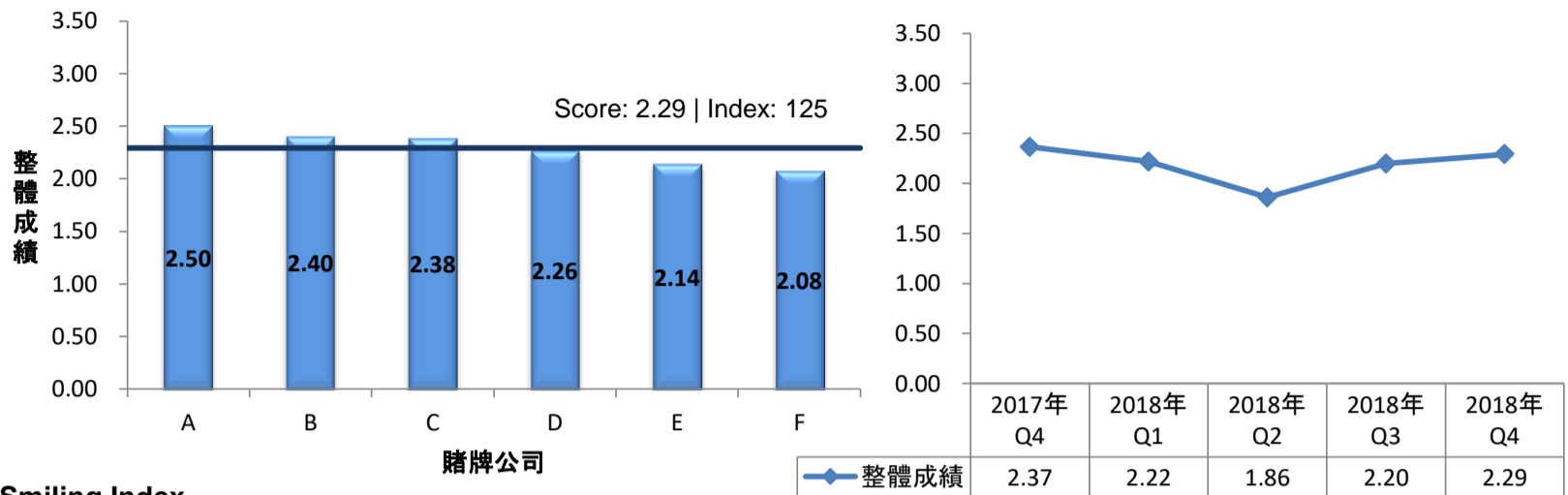


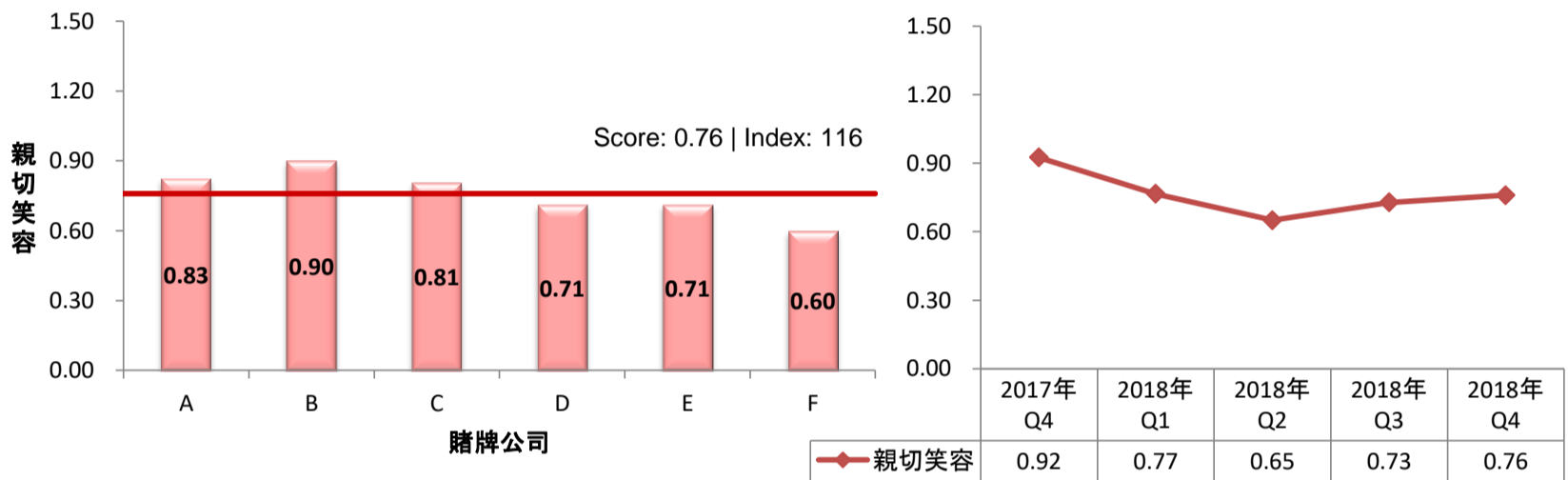
1. Overall Gaming Service Index (GSI)

Overall gaming score for 2018 Quarter 4 is 2.29 out of 3.50, index of 125 (based year 2013 at 100)



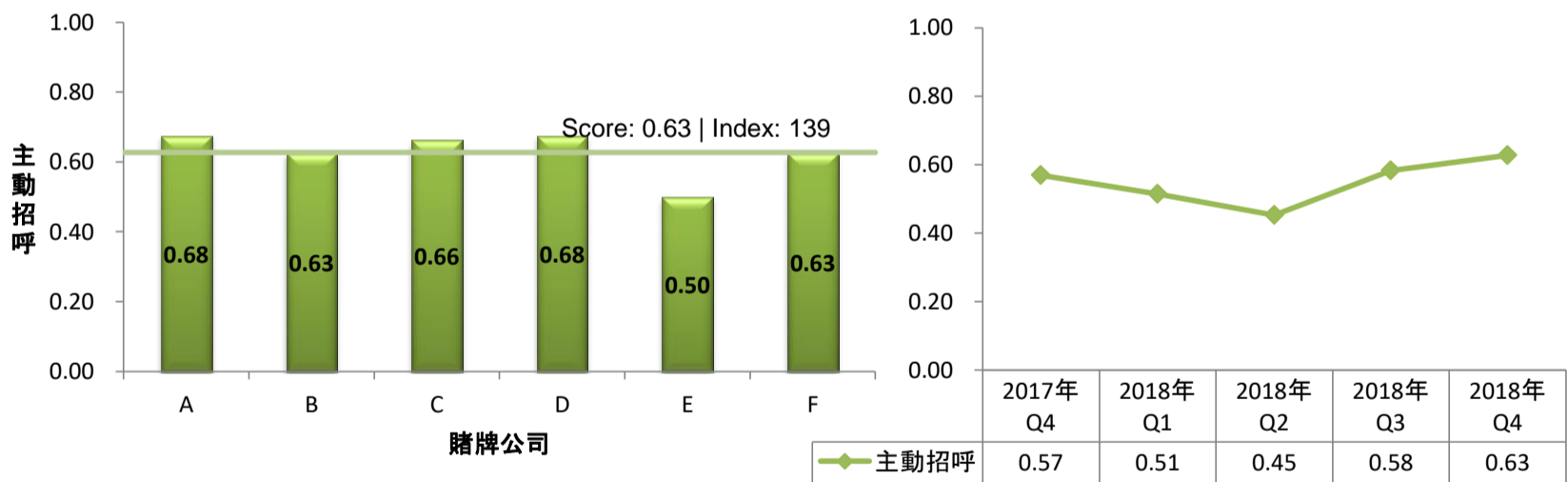
2. Smiling Index

Smiling score for 2018 Quarter 4 is 0.76 out of 1.50, index of 116 (based year 2013 at 100)



3. Proactiveness Index

Proactiveness score for 2018 Quarter 4 is 0.63 out of 1.00, index of 139 (based year 2013 at 100)



4. Tolerance Index

Tolerance score for 2018 Quarter 4 is 0.91 out of 1.00, index of 125 (based year 2013 at 100)

