


Make Magic $\mathcal{D u}$ (in, CA \# 322
Western Region ~ Mike Roger's District Great Leadersfip From GM ~ CherylCase

Last weekend, I visited Chuck E. Cheese in Dublin, CA with my fusband and daughter. This was the first vis it for all of us. My daughter is about two and a half. She had so much fun! My fus 6 and and $I$ also fad fun since we were able to relax and enjoy our meal and not worry about our daughter since we felt she was safe; I applaud Chuck E. Cheese for the great guest numbering system so that no one could leave with anyone else's child. We will be coming back again and again just for that reason! I fope you fave plans to build one closer to $u s$.

## Attention General

 Managers

Please call the Benefits Department once you have received $\mathcal{B e n e f i t}$ Enrollment Packets. We want to make sure all locations have received their pack. ets.

> Linda Parks -5463

Gracie $\mathcal{B a l t i e r r a - 5 4 9 6}$
Susie Close - 5505


## Compliments

Weekending $\mathcal{N}$ ovember 27, 2005

## Midwest Region:

$342,740,101$ \& 556
Western Region:
0 ~ Better Lucknext week
Southern Region:
540
Northern Region:

$434,560,460$ ש 844


Complaints


Weekending $\mathcal{N o v e m b e r 2 7 , 2 0 0 5 ~}$

## Midwest Region:

54,359,733 ש738

Western Region:
850,447 ש38

Southern Region:
969,2-970,50,92,540 ن 450

## Northern Region:

$472,751,438,720,780,948,524$ G2.476

## WEEK 47

$\mathcal{T O P T E N} S \mathcal{A L E S} \mathcal{V} O$ LUME LOCATION VO LUME

1. $\mathcal{B E L L}, \mathcal{C A} \# 446 \quad \$ 70,109$
2. $\mathcal{A R D E N} \mathcal{W} \mathcal{A} 9, \mathcal{C A} \# 410 \quad \$ 59,994$
3. $\operatorname{SUI} \mathcal{N} V \mathcal{A L L E} \mathcal{Y}, \mathcal{C A} \# 418 \quad \$ 59,263$
4. TORRANCE,CA \# $465 \quad \$ 55,253$
5. KEENN(ES AW, GA \# 117 \$53,192
6. $\mathcal{B R O} O \mathcal{K} \mathcal{Y} \mathcal{N}$ NO \# 522 $\$ 52,782$
7. VENNI URRA, CA \# 453 \$52,535
8. $\mathcal{B R O} \mathcal{N} X, \mathcal{N} \mathcal{Y} \# 523$
\$ 51,3 12
9. $\operatorname{GARDEN} \mathcal{G R O} \mathcal{V}$ E, $\mathcal{C A}$ \# 422 $\$ 50,699$
10. $\mathcal{B Z I R B A N} \mathcal{K}$ CA \# 109
$\$ 50,676$
$\operatorname{LOCATION}$
\% INCREEASE

| 1. $\mathcal{S T} . \operatorname{PETE}, \mathcal{F L} \# 460$ | 52.5 \% |
| :---: | :---: |
| 2. $\mathcal{L A F A} \mathcal{F} \mathcal{E T \mathcal { T }}, \mathrm{LA} \# 715$ | $48.7 \%$ |
| 3. $\mathcal{B R O W N} \mathcal{N} S$ VI LLE $\mathcal{T} X$ \# 853 | $34.0 \%$ |
| 4. 1 AKE CHARLES, 1 A \# 709 | $31.9 \%$ |
| 5. $\mathcal{B A T O N} \mathcal{N} O \mathcal{U} \mathcal{G E}$, $19 \# 609$ | $28.3 \%$ |
| 6. SLIDELL, $\mathcal{L A} \# 693$ | $27.6 \%$ |
| 7. KAIT $\mathcal{T}, \mathcal{T} X 598$ | $27.6 \%$ |
| 8. $\mathcal{N} . \mathcal{M I A} \mathcal{A} I, \mathcal{F L} \# 435$ | 22.1\% |
| 9. $\mathcal{K A N S ~ A S ~ C I T Y , ~ M O ~ \# ~} 082$ | $20.5 \%$ |
| 10. $\mathcal{T A M P \mathcal { A }}, \mathcal{F L} \# 436$ | 20.1\% |



# ABILENE \#582 OPENING TEAM 



Brandon
$\mathfrak{M g r}$.


Front: MiKe, Iofn, Kara \& Ioel
Back: Ionathan, Tony \& Mark
GRAND OPENING 11/14/05

## Attention Studio



You may remember from 04 that the Holiday $\mathcal{D V D}$ 's have an 'auto play'function that adds one small step to starting up your show. After you have powered up your $\mathcal{D V D}$ players, they will automatically start playing. Simply stop them prior to starting up the show from the manager control panel. This will assure proper operation. We apologize for the inconvenience. This issue will be eliminated from future shows. We appreciate your under. standing. If you have any questions please call Michael Hill at 972-258-5613.
$\mathcal{H a v e}$ a $\mathcal{H a p p y} \mathcal{H}$ oliday!

Dept 18 Productions

## $\mathcal{W O} \mathcal{T C}-63.20 \%$

What does the $63.20 \%$ mean? This $63.20 \%$ represents the number of yes responses generated after the report end date of the monthly/ preliminary compliance report. Calls made after the report end date are not reflected on the montiflyl preliminary report.

To eliminate this last minute rush to screen new fires, General Managers should have employees screened on the date of Gire. Also, the GM should be careful about the fire date reported to Payroll. If the Gire date reported to payroll is the orientation date and screened date (actual date the employee starts work) is three weeks later then a no response will more than likely be generated on the preliminary report.

The $63.20 \%$ was derived from the Ianuary through October final re. port results for this year.

## CEC Focus 'S KEET OUR GUES TS \& CAST MEMBERS S AFE

## $\underline{\mathcal{M E R C H} \mathcal{A N} \mathcal{D I S} \text { E: }}$

Ulse the approved Air Pressure Gauge when airing up Basketballs, Kickballs, \& Mini-Basketballs Through over-inflation of these Merch items we have caused injuries to guests and cast members. PLEASE take care in this task:
$\rightarrow$ To prevent the possible "popping" of the Gall, harming the Guest or Cast Member
$\rightarrow$ Air the balls up until the wrinkles disappear, DO NOT EXCEED PROPER AIR PRESSURE
$\rightarrow$ Proper air pressure is as follows:

1. Mini Basketballs-2lfs of air pressure
2. Playground Balls ( $\mathcal{L g} . \mathcal{L} \mathrm{S}$.) - 2lbs of air pressure
3. Basketballs-6lfs of air pressure
$\rightarrow$ Ulse the gauge every time fon every ball aired up in your store, $\mathcal{D O} \mathcal{N O T}$ EXCEED PROPER AIR PRESS ULRE
$\rightarrow$ Gauges can be ordered through our parts department, and they are $\$ 4.00$ each.


## KID $\mathcal{C H E C K}:$

$\mathcal{B r e a k}-\mathcal{A}$ way magnets are a MUST for your kid checkstand on ALL 3 hooks
$\rightarrow$ To prevent the kid check stand from tipping over when pulling on the ropes
$\rightarrow$ To allow for faster service for our guests entering and exiting through kid check
$\rightarrow \quad$ Break-away magnets can be ordered through our purchasing department



## Do you still have the

## Cars??



It is time to get rid of them. What's the best way to do this?

Unpack the ghosts and sell them individually in the 100 level. The ghost will be an $8^{\text {th }}$ item untilyourun out of them.

Make sure you display them as pictured with one of the ghosts open so the guest can seethe car.

Chuck e is having a Sale!
If you have any of the following prizes, make these changes $\mathcal{A S} \mathcal{A P}$ !
** Once your current 50 Beauty Prize runs out, put the 175 Water Squirter in its place. If you don't fave any water squirters place an order for the 50 Beauty Prize and you will receive them. Change the name of the 50 $\mathcal{B e} a u t y$ Prize to the $50 \mathcal{W}$ water Squirter Prize.
** If you have the 300 Kooshling, move it into the 175 Water Squinter spot. Change the name of the 175 Water Squinter Prize to the 175 Gosh Prize. If you need to replace the Gosh as the 300 Surprize order the 300 Surprise to get your $\mathcal{B R} \mathcal{A} \mathcal{N D}$ new replacement prize.
** Once you run out of the 100 Pen/Crayon prize, move the 300 Nerf Foot into the 100 and change the cate. gory to the 100 Nerf Prize. If you need to replace the $\mathcal{N}$ (eff Foot as the 300 Sport/Game prize order the 300 Sport/Game prize to get your $\mathcal{B R} \mathcal{A N} \mathcal{N}$ ne w replacement prize.

When you place your order for the above categories you will be sent the appropriate prize - and charged the lower price, that's right - WE cost! Solent's give the guest a GREAT DEAL!!

Remember this is the season for selling!! I hope everyone is having a magic al day!!

If you have any questions or concerns please call ext: 3069.

With the support of Dick, Mike and Mark, the cast members now fave a choice of shorts or pants as part of the standard uniform. Like anything else, we must execute this option with excellence. "S how pride in your team by setting figh uniform standards. You shouldn't have to manage uniforms...set the expectations and then fold them accountable" - Todd Horchner

Listed below are some of the sources that currently provide pant styles that meet our standards. These sources can either provide you with ide as of what the standard should look like, or you may purchase directly through them.

Prices and availability may vary slightly throughout the year on the brands listed below.
Fine Incentives (These pants require femming) $=\$ 16.75$
Wal-Mart (Puritan $\mathcal{B r a n d})=\$ 19.00 \cdot \$ 21.00$
Target (Cherokee Brand) $=\$ 19.95-\$ 24.95$
ICPenny's (Dockers $\mathcal{B r a n d})=\$ 21.95-\$ 24.00$

Specific standards as a review: Refer to your fiand book as a reference.

- Black shorts or pants for Game room attendants only wearing the $\mathcal{B}$ GW stripe shirts. $\mathcal{N}$ Navy 6 lue shorts or pants for the rest of the cast.
- Must have belt loops, a belt must be worn and seen when the shirt is tucked in.
- Shorts or pants must be worn at the waist and fit your size (no baggy or skin tight fit).
- Pants must be cuffed or hemmed at your shoe line and have a front crease.


## S KVI UBE CLEANING

From $\mathcal{T}$ raining

SKytubes should be cleaned DAI LY.


Clean under all mats at each junction box
Dust all tubes with a dust mop
CLEAN inside of tubes with STP Son of a Gun or Ielly Brite
SANITIZE inside of tubes with Ster Bac $\mathcal{B l u}$
Cle an and shine outside of tubes with STP Son of a Gun or Ielly Brite
Vacuum inside all netted area

Ple ase make sure all bottles are properly labled. To re-order Ster Bac Blu labels, contact EcoLab.

STANDARD $\mathcal{A} \mathcal{A} \mathcal{A R I F I C A T I O N}$ :

We sterilize our tables, games, sky tubes, etc with "STER $\mathcal{B A C} \mathcal{B L Z}$ ". Now the question is "how much product to water"? The correct formula is 1 oz of ster bac to 1 gallon of water. We have two options for you to use in order to obtain the correct formula in your spray bot. thes.

OPIION 1: Call your Ecolab rep and have your sanitation station pump changed out for the 4 dial pump. That way you will have room for your Ster Bac, Glass Cleaner, and All Purpose cleaner. Ple ase check with your Ecolab rep, this $\mathcal{S H O} \mathcal{H L D}$ not be any cost to your store.

OPIION 2: You can purchase a larger container and add 1 oz of ster bac per gallon of water. This will give you the correct formula as well. You will need to shake the container well to mix the solution when using this method when filling the bottles (the ster bac will settle to the bottom).

## $\mathcal{R E M I N} \mathcal{N E R} \mathcal{F R O} \mathcal{M} \mathcal{H C M A N}$ RES O URCES

Background checks must be performed for all Cast Members age 18 and over prior to extend ing an offer.

Applications must be completed in full, including the background checkrelease authorization located at the bottom of the back page, and signed in both of the applicable signature spaces by the applicant.

Authorization should then be faxed to GIS to the fax number listed at the bottom of the page.

You will receive a fax back from GIS, within 48 fours, indicating the applicant is "Okay $\mathcal{T}$ o Hire" or "Possible delay in the background investigation".

If you do not receive a response, indicating one of the above within 48 fours (excluding weekends and holidays) please contact Kay Boswell in Human Resources immediately. There could be a problem with GIS receiving your fax thus causing additional delays.

If youreceive a fax stating "Possible delay in the background investigation" that means there was a possible fit and the background will need to be researched further. This could take anywhere from 3-5 additional days.

When the above occurs, you will be contacted by Human Resources immediately when the results are complete.

Applicants must not be fired prior to receiving the results from $\mathcal{G I S}$ or when applic able from $\mathcal{H} \mathcal{R}$.

The decision to add this step in the firing process has not been made lightly. However, when considering the damage one incident could cause to a child and our concept, we feel it is nec. essary to put this process in place.

Thank you for your attention and support. If you should have any questions regarding this process, please contact Kay Boswell at extension 5486 or Catherine Olivieri at 5518.

DECEMBER 4, 2005 COUPON PROMOTION
All markets will be participating in a newspaper coupon promotion in December. Below is a detailed list by market with coupon versions.

| SUPER FUN FAMILY PACK <br> - 1 large pizza with one or two toppings or Super Combo <br> - 4 regular size soft drinks - 30 tokens <br> ONLY \$20.99 WITH COUPON | FUN TIME PACK <br> - 1 large pizza with one or two toppings or Super Combo -4 regular size soft drinks 50 tokens <br> ONLY \$23.99 WITH COUPON | FUN MEAL DEAL <br> - 1 large pizza with one or two toppings or Super Combo -4 regular size soft drinks - 75 tokens <br> ONLY \$26.99 WITH COUPON | BIG BLAST PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens <br> ONLY $\$ 29.99$ WITH COUPON |  |
| :---: | :---: | :---: | :---: | :---: |
| MARKETS: | KNOXVILLE | ROANOKE | YOUNGSTOWN | CHARLESTON, WV |
| ALBANY, GA | COLUMBUS, OH | LANSING | ROCKFORD | Charlotte, NC |
| AUGUSTA | CORPUSCHRISTI | LAS VEGAS | SAVANNAH | CHATTANOOGA, TN |
| BATON ROUGE | DAVENPORT | LEXINGTON, KY | SHREVEPORT (TEXARKANA) | COLUMBIA, SC |
| BEAUMONT | DAYTON/SPR. | LINCOLN | SIOUXCITY | GREENSBORO-WINSTON SALEM |
| BILOXI-GULFPORT | DES MOINES | LITTLE ROCK, AR | SIOUX FALLS | GREENVILLE, SC |
| BIRMINGHAM | ERIE | LOUISVILLE | SOUTH BEND | HUNTSVILLE |
| BOISE | EVANSVILLE | MADISON | SPRINGFIELD, IL | JOPLIN |
| BUFFALO | FT. SMITH/FAYETTEVILLE | MCALLEN-BROWNSVILLE | SPRINGFIELD, MO | LACROSSE |
| CEDAR RAPIDS | FT. WAYNE | MOBILE/PENSACOLA | TOLEDO | OMAHA |
| CHARLESTON, SC | GREENBAY | NEW ORLEANS | TOPEKA | PEORIA |
| RAPIDCITY | WICHITA, KS | NORFOLK/VA BEACH | TYLER/LONGVIEW | WICHITAFALLS |
| RENO | WILKES/BARRE-SCRANTON | TRI CITIES (JOHNSON CITY) |  |  |
| SUPER FUN FAMILY PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens <br> ONLY \$19.99 WITH COUPON | FUN TIME PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens <br> ONLY \$23.99 WITH COUPON | FUN MEAL DEAL <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 75 tokens <br> ONLY \$26.99 WITH COUPON | BIG BLAST PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens <br> ONLY \$29.99 WITH COUPON |  |
| MARKETS: | DOTHAN | JOHNSTOWN/ALTOONA | MACON | LAKE CHARLES |
| ALEXANDRIA | EL PASO | LAFAYETTE | MONTGOMERY | LUBBOCK |
| AMARILLO | HATTISBURG, MS | WACO | ST. LOUIS | JACKSONVILLE, FL |



| MARKETS: |  |  |  | WEST PALM |
| :---: | :---: | :---: | :---: | :---: |
| ATLANTA | DETROIT | MEMPHIS | PORTLAND, OR | DALLAS/FT. WORTH |
| AUSTIN | FLINT/SAGINAW | MIAMI | RALEIGH/DURHAM | DENVER |
| BOWLING GREEN | GRAND RAPIDS | MILWAUKEE | SALISBURY, MD | KANSAS CITY |
| CINCY | GRAND JUNCTION | MINNEAPOLIS | SAN ANTONIO | LOS ANGELES |
| CHICAGO | HOUSTON | NASHVILLE | SAN DIEGO | PALM SPRINGS |
| CLEVELAND | INDIANAPOLIS | OKLAHOMA CITY | SHERMAN | PITTSBURGH |
| COLORADOSPRINGS | JACKSON, TN | ORLANDO | TAMPA/ST. PETE | TULSA |
| SUPER FUN FAMIILY PACK | BUY 50 TOKENS | FUN TIME PACK | BIG BLAST PACK |  |
| - 1 large pizza with one or two | GET 50 TOKENS FREE | - 1 large pizza with one or two | - 1 large pizza with one or two |  |
| toppings or Super Combo |  | toppings or Super Combo | toppings or Super Combo |  |
| -4 regular size soft drinks | Get a total of 100 tokens | - 4 regular size soft drinks | -4 regular size soft drinks |  |
| - 30 tokens |  | - 50 tokens | - 100 tokens |  |
| ONLY \$20.99 WITH COUPON | Can be used with other offers | ONLY $\$ 23.99$ WITH COUPON | ONLY \$29.99 WITH COUPON |  |
| MARKETS: | BALTIMORE | SANTA BARBARA/SANTA MARIA | SAN FRANCISCO | WASHINGTON DC |
| ANCHORAGE | NEW YORK | SALINAS/MONTEREY | SEATTLE | OLYMPIA |
| SUPER FUN FAMILY PACK | BUY 50 TOKENS GET 50 TOKENS FREE | FUN TIME PACK | BIG BLAST PACK |  |
| - 1 large pizza with one or two |  | - 1 large pizza with one or two | - 1 large pizza with one or two |  |
| toppings or Super Combo |  | toppings or Super Combo | toppings or Super Combo |  |
| - 4 regular size soft drinks | Get a total of 100 tokens | - 4 regular size soft drinks | -4 regular size soft drinks |  |
| - 30 tokens |  | - 50 tokens | - 100 tokens |  |
| ONLY \$21.99 WITH COUPON | Can be used with other offers | ONLY $\$ 24.99$ WITH COUPON | ONLY $\$ 30.99$ WITH COUPON |  |
| MARKETS: | BOSTON | PHILADELPHIA | ROCHESTER | BINGHAMPTON |
| ALBANY, NY | FRESNO/VISALIA | PORTLAND, ME | SACRAMENTO | HARTFORD |
| ALBUQUERQUE | HARRISBURG, PA | PROVIDENCE | SPRINGFIELD, MA | RICHMOND |
| SUPER FUN FAMILY PACK | FUN TIME PACK | FUN MEAL DEAL | BIG BLAST PACK |  |
| - 1 large pizza with one or two | - 1 large pizza with one or two | - 1 large pizza with one or two | - 1 large pizza with one or two |  |
| toppings or Super Combo | toppings or Super Combo | toppings or Super Combo | toppings or Super Combo |  |
| - 4 regular size soft drinks | - 4 regular size soft drinks | -4 regular size soft drinks | -4 regular size soft drinks |  |
| - 30 tokens | - 50 tokens | - 75 tokens | - 100 tokens |  |
| ONLY \$21.99 WITH COUPON | ONLY \$24.99 WITH COUPON | ONLY $\$ 27.99$ WITH COUPON | ONLY $\$ 30.99$ WITH COUPON |  |
| MARKETS: | PHOENIX - YUMA \& EL CENTRO | GREENVILLE, NC (JACKSONVILLE) |  |  |
| SUPER FUN FAMILY PACK | FUN TIME PACK | FUN MEAL DEAL | BIG BLAST PACK |  |
| - 1 large pizza with one or two | - 1 large pizza with one or two | - 1 large pizza with one or two | - 1 large pizza with one or two |  |
| toppings or Super Combo | toppings or Super Combo | toppings or Super Combo | toppings or Super Combo |  |
| -4 regular size soft drinks | -4 regular size soft drinks | - 4 regular size soft drinks | -4 regular size soft drinks |  |
| - 30 tokens | - 50 tokens | - 75 tokens | - 100 tokens |  |
| ONLY \$20.99 WITH COUPON | ONLY \$23.99 WITH COUPON | ONLY $\$ 26.99$ WITH COUPON | ONLY \$29.99 WITH COUPON |  |



## MARKETS:

Call the POS department at $972 / 258-5451$ if you have any questions about your registers. If you have any questions after hours, call 817/870.0744.
Please call Piper Ranne at $972 / 258-5489$ if you have any questions about the coupon promotion.


Ely / Delta - Red Led not flashing

| Hey Guys er Gals if you would |
| :--- |
| like to share something in the |
| Chuck E. Focus feelfree to con- |
| tact me directly at ext. 5448 or |
| e-mail me at: |
| ebriggs@cecentertainment.com |
| look forward to |
| hearing from you! |
| Erica Briggs |
| Sr. Admin, Operations |



Troubleshooting Tips for RED Led on CPU Board not flashing
Measure between pin 2 (ground) and Pin 3 (pulse input) for pulses from 24 volts DC to ground when you pedal with the seat belt plugged in. If you have pulses problem is with the board suggest replacing the Red LED or optocoupler next to the Red Led. If still it does not work call the SPT Technical Support for an advance replacement CPU Board. (785) 8626002

If you do not have pulses on pin 3 of J , check the following.

1. Check seat belt switch to be sure that switch is functioning properly.
2. Check continuity from Pin 3 of J 6 to seat belt switch for any open circuits.
3. Make sure that the seat belt switch wires are not shorted to the frame of the ride. The ride is grounded and if the seat belt switch wires short to the frame the proximity switch can not pulse the CPU board at J6 pin 3.
4. Check led on proximity sensor, if led never comes on proximity sensor could be bad. It has also been found that the led can flash and the proximity sensor is still could be bad. If the wiring is good, the seat belt switch is good, and there is no short to ground on the pulse wire, then the proximity sensor is bad.

You can also check the proximity sensor outside the ride with a 9 volt battery. Connect the Brown wire to the positive terminal of the battery. Connect the blue wire to the negative terminal of the battery. The black wire is the pulse output, it should pulse from 9 volts DC to ground when you place a metal object in front of or next to the proximity sensor.


We visited our local Chuck $\mathcal{E}$ Cheese in Jackson, $\mathcal{T N}$ on December 6, 2005 for a school fundraiser event. I want to comment on a young man employed there. His name is Brett Storts. He is the nicestyoung man. He was very helpful, polite, checked on us often, and just a fun person to be around. Our service was excellent and the food was good. My daugh. ter Madison's birtfday is next week and we weren't going to be able to come backnext week, 6ut Brett got her a crown and a balloon, brought Chuck $\mathcal{E}$. by our table and brought her an ice cream sandwich with a birthday candle in it. He just made the whole visit wonderful. There were also two young ladies working the prize counter that were very patient while my three year old tried to pick from so many choices! Unfortunately, I did not get their names. I want to commend Brett and these ladies for a great job. Seep up with the good work! Thankyou.


Make Magic Rockester, $\mathcal{N O}$ \# 517
Northern Region ~ Emerson Curtis District Great Leadersfip From GM ~ Chris Hockreiter

I recently wisited Chuck E Cheese's in Rochester, New York with my fusband and almost 2 year old daughter. Everything was great from service to entertainment. $\mathcal{A}$ s the evening was ending we had placed our left over pizza and drinks on a table while we were finisfing up with games etc. when we returned back to the table our pizza was gone. We had figured that the pizza had been disposed of and I found an employee just to make sure. It turns out that I fiad found the GM of the restaurant and explained that our pizza was gone and asked if it had just been moved. Before I could get my whole ques. tion out she said (with a smile) "I'm sorry I'll make you another" and ran off to the kitchen. She returned a moment later and said our new pizza would be out in about 5 minutes and she was sorry for the wait. As we were talking the server who had thrown away our pizza came out and apologized personally. I have worked in the food service business my whole adult life and I can understand how customers are sometimes "not very understanding". But these two women who I worked with were the best I've ever dealt with and I'm VERV im. pressed with the service and attitude at that establish. ment. These two employees left no room for complaints. They were great. I hope that this comment reaches back to them. They should know how great they did. I will be returning as a loyal customer. Thank you again.

## From the Benefits

## De partment




#### Abstract

The CEC Entertain. ment $401(\kappa)$ Plan fias a discretionary company match that is given to all eligifle $401(\mathrm{~K})$ par. ticipants annually.


Employes enrolled in the CEC Entertainment $401(\mathrm{~K})$ Plan may transfer their CEC Stock to another fund in the Plan once they become $100 \%$ vested (employed with CEC for three years). To transfer from your stock fund to another CEC $401(\mathrm{~K})$ fund please contact the Benefits Department for the transfer form.

Once you have transferred out of the CEC stock fund you cannot transfer back to the stock fund. For all other transfers to and from funds please call the Prudential answer line a 1-877-778-2100 or visit the Prudential website at www.prudential.com/online/ retirement.


# Compliments 

Weekending December 4, 2005

## $\mathcal{W}$ EEK 48

Mid we st Region:

$$
2.359 \text { \& } 326
$$

Western Region:
363 \& 44
Southern Region:
703,709,541 \& 964
Northern Region:
438,500,2-528,748 \& 476
Southwest Region: 304,691 \& 579

(1) TOP TENS ALES VOLUME

## Complaints

Weekending December 4, 2005


Midwest Region:
688,554,327 \& 73
Western Region:
633,320 \& 375
Southern Region:
372,121,412,759,709,869,117,605

$$
\text { \& } 965
$$

Northern Region:
512,472,752,460,780,460,448,468,520 526 \& 516

Southwest Region:
580,466,35,416 \& 596


1. $\mathcal{C H E R R \mathcal { H }} \mathcal{H} \mathcal{L L}, \mathcal{N J} \# 498 \quad 52.9 \%$
2. $\mathcal{H O} \mathcal{T} S$ IN $\mathcal{N} O O \mathcal{D}, \mathcal{T X} \# 73447.3 \%$
3. $\mathcal{A R} \mathcal{L} \mathcal{N G \mathcal { T } O \mathcal { N } \mathcal { T } X \# 4 1 6 \quad 4 5 . 2 \% ~}$
4. ROCKVI LLEE, $\mathcal{M D} \# 709 \quad 44.5 \%$
5. LAS VEGAS, N VV \# $311 \quad 43.7 \%$
6. MI LW A UKEE, $\mathcal{W}$ I \# 842 $43.3 \%$
7. PAS $\mathcal{A D E \mathcal { N } \mathcal { A } , \mathcal { T X } \text { \# } 6 9 1 \quad 4 0 . 9 \% ~}$
8. KEEN(DALL, $\mathcal{F L} \# 438 \quad 37.6 \%$
9. $\mathcal{B R I C K} \mathcal{N} \mathcal{N} \# 500$
$37.0 \%$
10. W LAS VEGAS, $\mathcal{N V} \# 30834.2 \%$


Northern Region
Jensen Beach, FL - Ast Mgr
Waterbury, CT - Tech
Everett, MA - 2 Mgr
Union, NJ - Mgr
Harlem, NY - Tech
Bronx, NY - Mgr
Hempstead, NY - Tech, Mgr
W. Orlando, FL - Mgr

Lakeland, FL - Mgr
St. Louis, MO - Mgr
Janesville, WI - Mgr
Greenbay, WI - Mgr
Boca Raton, FL - Mgr
St. Charles, MO - Mgr.
Burlington, MA - Mgr
Allentown, PA - Mgr.
Dartmouth, MA - CC
Patchouge, NY - Tech
Middletown, NJ - Tech, Mgr
W. Long Branch, NJ - Mgr

Bridgewater, NJ - Mgr
Mathuen, MA - Mgr
Brandon, FL - Mgr
Lowell, MA - Mgr

Western Region Glendale, CA - Mgr Garden Grove, CA - Mgr Aurora, CO - Mgr San Bruno, CA - Mgr Roseville, CA - Mgr Lynnwood, CA - Mgr Las Cruces, NM - Ast Mgr Fontana, CA - Ast Mgr Bellevue, WA - Mgr Stockton, CA - Mgr Torrance, CA - Mgr West Hills, CA - Mgr Dublin, CA - Ast Mgr Hayward, CA - Mgr Oceanside, CA - Tech Moreno Valley, CA, - Mgr Corona, CA - Mgr Chino, CA - Mgr

Bakersfield, CA - Tech
Fullerton, CA - Mgr

Midwest Region
Columbus, IN - CC
Sharonville, OH - Mgr
Roseville, MI - Mgr
Rochester Hills, MI - Mgr
Bloomington, IL - Tech
Darien, IL - Mgr
Chicago, IL - Tech
Des Moines, IA - Mgr
Dublin, OH - Mgr
Vernon Hills, IL - Tech
S. Toledo, OH - Mgr

Streamwood, IL - Mgr
Crystal Lake, IL - Tech
Riverpoint, IL - Mgr
Rapid City, SD - Mgr
St. Paul, MN - Mgr
Omaha, NE - Mgr
Columbus, OH - Mgr

Southern Region Glen Burnie, MD - Mgr
Gulfport, MS - Mgr
Potomic Mills, VA - Mgr
Richmond, VA - Tech
Charlotte, NC - Mgr
Columbia, SC - Mgr
Charleston, SC - Mgr
Augusta, GA - Mgr
Hickory, NC, - Tech
Wilkes Barre, PA - Mgr
North Wales, PA - Mgr
Alpharetta, GA - Mgr
Buford, GA - Mgr

Southwest Region Lake Jackson, TX - Ast Mgr.
Houston/Meadows, TX - Tech
Tyler, TX - Mgr
Midland, TX - Mgr
Longview, TX - Mgr
Rockwall, TX - Mgr

# WOTC OXLINE PRODUCT INSTRUCTIONS (effective 11/28/2005) 

## For New Hire - Completing Applicant/WOTC Survey

Click the $\mathcal{W} . O . \mathcal{T} . C . \operatorname{Processing}$ Ernst and Young, $\mathcal{L L P}$ icon on the desktop and the new fire will be taken to the W.O.T.C. Applicant Survey ( 8850 ). This link will display alogin screen prompting the new fire for the username and password. The username box is made up of three sections. Enter $\mathcal{E M}$ in the first section, 34 in the second section, and the three-digit store number (for stores with two digits, i.e. 99, place a zero in front of the store number, i.e. 099) in the (ast section. No password is required to be entered for the password option.


Ulpon completion of the survey, if prompted to do so, the new hire should print the populated 8850 form and sign it and return this to the GM. The $\mathcal{G M}$ should mail the 8850 form in the Ernst G Young, $\mathcal{L L P}$ prepaid envelope immediately. To document completion of the survey the confirmation number displayed should be recorded and placed in the new fire's file. Additional documentation may be sent in a second mailing to Ernst G Young, LLP.

Release notice for additional documentation: Depending upon the criteria selected and the state the new fire is employed in a release notice may or may not be required. If the release form is needed the system will generate a populated form. The new hire should complete the form and this may be returned to Ernst eryoung, $\mathcal{L L P}$ in a separate prepaid envelope.

## For General Manager - Monitoring the $\mathcal{W O T C}$ Process

Click the W.O.T.C. Processing Ernst Goung, LLP ic on on the desktop and the GM will be taken to the W.O.I.C. Applicant/Employee W.O.T.C. Survey ( 8850 form) and various W.O.T.C. reports. This link will display a login screen prompting the $\mathcal{G M}$ for the username and password. The username box is made up of three sections. Enter $\mathcal{L M}$ in the first section, 34 in the second section, and the store number in the last section. The password is Chuck with a capital "C" plus the three-digit store number.
Username: LM $\quad 34 \quad 967$

Password: $\square$ <---- The first letter in Chuck must be capitalized.
$\mathcal{A f t e r} \operatorname{logging}$ in click the Report link and this will take you to seven report options. The first four reports will be the reports that the $\mathcal{G M}$ will use to monitory the $\mathcal{W O} \mathcal{T}$ process.

1. Activity Overview - select date range to produce a current activity report
2. Employees Needing Form 8850 Completion - select option and outstanding 8850 s will be displayed
3. Employees Needing Documentation - select option and outstanding documents will be displayed
4. Employees $\mathfrak{N o t}$ Surveyed for $\mathcal{W O T}$ - select date range and employees to be screened will be displayed


Hotiday Schedules for the following Vendors

Coastal $\mathcal{A m u s e m e n t s}$ will be closed Monday $\mathcal{D e c} .26^{\text {th }}$ and Monday I an $2^{\text {nd }}$
$\mathcal{B a y} \mathcal{T e}^{\text {e }}$ will be closed Friday the $9^{\text {th }}$ at $12: 00$ and Monday $\mathcal{D e c} .26^{\text {th }}$ and Monday $\operatorname{I}$ an $2^{\text {nd }}$
$\mathcal{B o b}$ 's Space Racers will be closed Monday $\mathcal{D e c} .26^{\text {th }}$ and Monday I an $2^{\text {nd }}$


Wells Gardner will be closed Friday Dec. 23 rd, Monday $\mathcal{D e c} .26$ and Monday I an $2^{n d}$.
$\mathcal{M o s s}$ Distributing Closing earlier Friday $\mathcal{D e c . ~} 23^{\text {rd }}$, Closed Monday $\mathcal{D e c} .26$ and Monday Ian $2^{\text {nd }}$
I.C.E. will be closed Monday $\mathcal{D e c} .26^{\text {th }}$ and $\mathcal{F r i d a y} \mathcal{D e}$. $30^{\text {th }}$ I.C.E. will be open Ian 2 for service calls however they will not be sfipping parts orders.
$\mathcal{S P I} \mathcal{T}^{\prime}$ cfinical Support and Parts Department Closed Friday $\mathcal{D e c}$. 23 rd, Monday $\mathcal{D e c} .26^{\text {th }}$ and Monday $\operatorname{I}$ an $2^{\text {nd }}$

Please remember to visit the SPI Tecknical Support We 6 Site at www.bbs.cecentertainment.com

If you have not logged in before, you will have to register first by assigning yourself a user name and password. When asked for the system password it is "ticket"
$\mathcal{H e y}$ Guys G Gals if you would like to share something in the Chuck E. Focus feelfree to contact me directly at ext. 5448 or e-mail me at:
ebriggs@cecentertainment.com
I lookforward to fie aring from you!
Eric a Briggs
Sr. Admin, Operations



I feel compelled to share this true life story with your Company. My son Cody is 6 yrs old today, we have cele brated his birthday at the Lake Charles, LA Chuck E. Cheese since he was 3 yrs old. Mainly because he sees the great commercials on $\mathcal{T}$.V. and begs fis mommy to take fim there. He fias pretty much done that since he was 2 yrs old. Once we fiad that 1 st Birthday party, he has wanted it to be the re every year including this year. So, I went on line and discovered that no reservations were available due to shortage of staff because of the furricanes. But to my surprise, once I was able to
 talk to the local store, I found all hope was not lost. This wonderful, nice manager named Chris said that we could still have the party. Only it was going to be done a lit. the differently. When I explained to him how much this party meant to my little boy. Chris took over and suggested how we could still make this happen. He said we could have everything as my little boy wanted. That meant so much to both of us because with the furricanes everything fas been turned upside down and disappointing for fim and I .. So I want to express our joy and le $t$ you know how your manager lifted out spirits, Chris gave us hope and helped us with an unforgettable birthday. Thank you so much, I will never forget this.


Make Magic Granada Hills, CA \# 429
Western Region ~ Ed Porter's District
Great Leadersfip From GM $\sim$ Eddie Reyes


I represent a foster family agency, Walden Family Services, and every year we have our holiday party for our foster families at your location on $S$ an $\mathcal{F e}$ rnando Mission $\mathcal{B l v d}$ in Granada Hills, CA. This year we fosted our party on Monday, $12 / 5$ from $5-8 \mathrm{pm}$. Carlos Gomez was the manager on duty and he was $\mathcal{A M A Z I N} \mathcal{N} G!\mathcal{H e}$ and his staff constantly circulated throughout the restaurant to ensure our needs were met, and was extremely helpful in complying with special requests. Carlos and his staff could not have been more wonderful, and all of the foster children and families had a great time. We have been hosting these parties at Chuck E Cheese for over 7 years, and thanks to the service and management, we will continue to do so.

Prior to the beginning of the "Every Kid's a Winner" promotion we will be removing the complimentary tokens off of the reg. isters. Starting on December 21 your registers will no longer give out any complimentary tokens with purchases. Ple ase call or email the following with any ques. tions:

POS -rridder@cecentertainment.com 972/258-5451

## Marketing -

pranne@cecentertainment.com 972/258. 5489

Thanks and have a magicalday!


Midwe st Region:
554,359 ~ 941
Western Region:
200,429 \& 338
Southern Region:
374,79,615,964 \& 543
Northern Region:
511,504,498, 420,522,448 \& 526
Southwest Region:
575,667 \& 310

## Complaints

Weekending December 11, 2005

329,451,49,441 G305
Southern Region:
474,609,715 \& 600
Northern Region:
499, 488, 472,498, 460,916,436 \& 650 Southwest Region: $\mathcal{N O} \mathcal{C O M P L A I N L S}!\mathfrak{G O O D}$ gOB!

## $\mathcal{T O} \mathcal{T} \mathcal{E N} S \mathcal{A L E S}$ INCREEAS E

 LOCATION| 1. $\mathcal{M A P L E} G \mathcal{L} O \mathcal{V} \mathcal{E}, \mathcal{N}$ | $57.6 \%$ |
| :---: | :---: |
| 2. S $\mathcal{A N} \mathcal{B E R \mathcal { N }}$ CA \# 415 | $57.5 \%$ |
| 3. SLIDELL, LA \# 693 | $49.8 \%$ |
| 4. LASE $\mathcal{L H A R L E S}$, LA \# 709 | $49.6 \%$ |
| 5. $\operatorname{si} \mathcal{M} \mathcal{H} \mathcal{A}, \mathcal{N} \mathcal{E} \# 733$ | $42.8 \%$ |
| 6. LAS VEGAS, $\mathcal{N V}$ \# 311 | $42.2 \%$ |
| 7. $\mathcal{B A} \mathcal{A} O \mathcal{N} \mathcal{R O} \mathcal{U} \mathcal{G E}, \mathcal{L A} \# 609$ | $39.3 \%$ |
|  | $35.9 \%$ |
| 9. $\mathcal{H O} \mathcal{U} S$ IN $\mathcal{N} O$ O $\mathcal{D}, \mathcal{T} X$ \# 734 | $33.9 \%$ |
| 10. $\mathcal{M O R E N}$ (VALLEY, CA \# 393 | $32.1 \%$ |




You will receive \$1000 for your referrals, Amanda Kirkland, Anthony Michaud, Christian Diam and Jose Medina in next week's mail!



CARL RUSSO/Staff phe
Methuen High School senior Reynaldo Santana has fun with the children while at work at Chuck E. Cheese at the Loop. Dancing with Chuck E. ar from left, Savana Marino, 8, of Lawrence and her brother Dominick, 6.

## The man inside the mouse

Aspiring Boston Symphony musician enjoys entertaining children

ByLesue Talmadoge STAF WHIER

METHUBN - When Reynaldo Santana puts on his oversized pink ears and green and purple hat and shimmies to the Hokey Pokey, childron flock to him.
He is, he said proudly, "like the true Chuck R."
For 10 to 15 hours a week, the high school sentor is Chuck E.
Cheese, the company mascot for
the restaurant chain in Methuen.
"He's one of the best (mascots)" Lily Tran, a company cashier said. "He's very enthusiastic and that's what we need for a Chuck E."
Manager Chris Maniatis agreed.
"Heknows how to interact with the kids and gets them involved," he said.
All costumed up for a birthday party for Jackson, aged 6, Santana waves, hands out high fives, gently reaches out to his young fans and claps his hands. Twolittle giris bounce up and down and swerve into his oversized, furry legs, embracing him warmly.
He is, he concedes, "Ilike a magnet" for children. While he's clocked in, his goal is simple: To make the childrenhappy.
"I send each ldd away with a sanile," he said.
The young man behind Chuck F . is a talented misiclan who aspires to play with an ensemble like the Boston Symphony Orchestra
Last week, he auditioned for and wes accepted by the New England Conservatory's Massachusetts Youth Wind Ensemble, which accepted 66 players fiom 130
"Thanks to Gox, 1 got in," he said, sitting outside of the restaurant before his shift began

But Santana can't begin practicing with the Conservatory group until the foothall season ends. He plays solo trumpet for the high school band and will beperforming at the tean's Fiday night games through November.
In addithon to playing with the high scknol baush, the $17-y^{2}$ ear-old will begin practicing this week for the school's jazz band, and hell play with the concert band later this year. Since the seventh grade, he has attended the Univeratly of Massachusetts at Lowell summer hand camp. Since the elghth grade, he has participated in the University of Massachusetts at Lowells AllCity Youth Wind Ensemble, which consists primarily of high school and college students
Frank Savory, band director and head of the school's fine arts department, described Santana as a talented musician with a great sense of hmmor and a strong work ethic.
"He's an outstanding musician," he sald. "He's worked very hard for along time at that. He's alove the level you'd expect a normal high


Reynaldo Santana puts on his mouse paw as he dresses for work. The mouse head is the last thing he will put on.
school senior to be at."
Santana's teacher of seven years, Debra-Nicole Huber, who is also assistant director of university bands at the University of Massachusetts, Lowell, said "he has a wonderful sense of timing and rhythm. He has very good ears... Rey also has the drive, the heart, the determination to be very, very good." Plus, she said, he is "a kind gentleman".
"When I play trumpet, I feel good inside," he said, quietly. "It makes me happy."
"Sometimes when I play I flow with the music," he said, his dark eyelashes downcast, adding that " a true musician" feels, moves with and understands the music.
His passion and talent rum in his family.
Santana's 19-year-old brother Jovanny plays the drums; his mother Connie plays the tenor sax, clarinet and trumpet; his father Fernando plays the tuba, bass and trumpet. The whole family plays in their church band in Lawrence, the Mita Congregation, where Santana also serves as one of three conductors. (Santana also plays piano, bass, French horn, alto and tenor saxophone, guitar and drums.)

His favorite trumpet player is Wynton Marsalis. He is confident that "with the help of God," he, too, will be able to make it as a musician.

And it appears he has the discipline to succeed.

Two or three days a week, he skips lunch or scarfs it down quickly so he can practice his trumpet in either the band or the theater room. He prefers the latter, where the sound is better.)

This fall, he plans to apply to the University of Massachusetts at Lowell and the New England Conservatory of Music. When asked about whether he will apply to Juilliard, the A and B student said, "it looks too hard" But, he said, "I might try. If I get in? Wow."

But you won't find the senior sweating about his future plans.
"I have faith," he said. "I take everything easy and slow. Everything comes in its own time," he said. "You just have to have patience."

## $\mathcal{F R O} \operatorname{M} \operatorname{MARKET} I \mathcal{N G} \ldots$



We are participating in a cross promotion with Cinemark Theaters. The offer is 35 free tokens with the purchase of any large pizza and it expires 12/31/06.

The coupons will be in Cinemark movie calendars which are currently available in all of their theaters. They are selling the calendars for $\$ 1.00$ with the purchase of a large Coke.

Please contact $\mathcal{B r e n d a} \mathcal{H o l l o w a y ~ a t ~ e x t e n s i o n ~}$ 4222 if you have any questions.
$\mathcal{N e w}$ Vinyl Figures
There are two new designs of the CEC Vinyl Figures.

## CEC Roller Blade Vinyl Figure

When you run out of the CEC Soccer Vinyl Fig. ure you will now order the CEC Roller Blade Vinyl Figure, item \# 54525. The CEC S Kate. 6oard Vinyl Figure has been discontinued.

## A Message From

## Entertainment

Guess what? We asked what song you'd like to do for the next Road Show $C D$ and the overwhelming response fas been, "WE WANT THE СHA CHA!" Well, we hear you. That's why we ve produced a new Road Show with the "Cha Cha Slide" on it! That's right. And get this..it's good for the entire year of 2006! Yup. We licensed this baby for you guys to use all year long. WooHoo! We also made a point to put it on the same CD with all your other song options so you don't have to swap CD's With that said, Keep your eyes peeled for the new disc. It should fit your location at the end of this month. Of, and get this... we re also producing a "Cha Cha Stide Training Video" to get you started. Thanks for your valuable input! Have fun doing the Cha Cha Slide with our guests! $\quad$ ept 18 Productions



## ***DFI HOLIDAY/INVENTORY SCHEDULE***

## Please be aware Dennis Foland's availability to ship Merch/ Prizes the last week of the month will be very limited!!

MONDAY, DECEMBER 26 ${ }^{\text {th }}$ TUESDAY, DECEMBER $\mathbf{2 7}^{\text {th }}$

WEDNESDAY, DECEMBER $\mathbf{2 8}^{\text {th }}$

THURSDAY, DECEMBER 29 ${ }^{\text {th }}$ FRIDAY, DECEMBER $30^{\text {th }}$ MONDAY, JANUARY $2^{\text {nd }}$ TUESDAY, JANUARY ${ }^{\text {rd }}$
-- CLOSED (HOLIDAY)
-- OPEN (Will be shipping orders starting with Mon day ship-day orders received and will ship orders until close of business.)
-- OPEN UNTIL NOON PST (Will continue to ship orders based on ship-day orders received -- will ship orders until NOON PST.)
-- CLOSED (INVENTORY)
-- CLOSED (INVENTORY)
-- CLOSED (HOLIDAY)
-- OPEN - (Will continue to ship orders remaining from previous week, based on ship-day in which the orders were received, and then start with new orders.)

## *** PLEASE NOTE -- AND ORDER ACCORDINGLY!! ***

In preparation for an AWESOME $1^{\text {st }}$ quarter in sales AND for the HUGE $1^{\text {st }}$ Qtr Marketing Campaign "Every Kid's a Winner"-
PLEASE, PLEASE, PLEASE place a merchandise order for your location the week of Monday, December $19^{\text {th }}-$ - Thursday, December $22^{\text {nd }}$.

Listed below is a helpful checklist to make sure your holiday season is full of MERCH and PRIZES:
$\checkmark$ Place your Merchandise Order BEFORE NOON on your scheduled Order Day!!
$\checkmark$ Increase your par levels to account for delays in shipping due to DFI being closed.
$\checkmark$ Place a Merchandise Order NEXT WEEK on your scheduled Order Day!!
$\checkmark$ Increase your order amount in preparation for $1^{\text {st }}$ Qtr and EKAW.
$\checkmark$ Did we mention to place a Merchandise Order BEFORE NOON on your scheduled Order Day NEXT WEEK??

## ***DID YOU PLACE AN DFI ORDER THE WEEK OF 12/19-12/22 ?***

## Cle an Drain Pipes 6y Facilities

Appearance, cleanliness and atmosphere of your restaurant drive customer traffic. Restaurants that are unple asant to the senses will le ad to shorter and less frequent visits by our guests.

When drains get clogged and back-up in your restrooms and Kitchens, not only does it create an offensive odor, it is a Health Code Violation. Regular maintenance and cleaning of drains will minimize guest complaints and costly repairs in the future.

The most common mistake people make is to remove the sediment filters in the floor drains. These are used to stop material from entering the drain; i.e., straws, tokencups, paper towe ls or anything else dropped on the floor that can be swept down a drain with mop water. Some of these items will make it through the trap and cause 6 lockages down the sewer line. Others will be caught in the p-trap and cause a blockage there (salad bar or beverage bar drains are common 6 (lockages).

Large quantities of grease or oil (salad dressing) should never be placed in the drain. Grease and oil should only go down the drains that have a grease trap or oil separator on them. Grease traps should be cleaned every 60 to 90 days, depending on the size and usage. Many municipalities specify the frequency in their area and require proof of service performed.

Preventative maintenance on your drains now will save you a lot of time and expense later! As always, if you have any facilities issues, please contact the Facilities Department at 972/258-5643. Thanks and have a Magic al Day!
$\mathcal{N e} w \mathcal{B a l l o o n s}-\mathcal{N e} w \operatorname{Inflator} \mathcal{T} i p$


Betwe en now and the next couple of months, we will be changing latex balloons from our current vendor to Pioneer Balloons. The new balloon will require a "rubber flex tip" as opposed to the "needle inflator" that we currently use. Many of our CEC locations al. ready have a "rubber flex tip", Gut for those who don't, you will need to order one.

Although the cost of the new regulator is $\$ 35.00$, the savings that you will achieve on the new balloons will give you a payback in two to three months.

Please order the new regulator at Pioneer $\mathcal{B a l l o o n s}$ - askfor Susan Bastin. The ir phone number is 800-284-6201.

Also, fang on to your old regulator/inflator tip. As we deplete our current inventory and transition to our new balloon, it is possiGle that you will receive deliveries of both for a short period of time.

If you have any questions, please feelfree to call Purchasing.

## $\mathcal{M E M B E R S} \mathcal{H I T} \mathcal{H A S} \quad I \mathcal{T S} \quad$ PRI VI LEE $\mathcal{G E S}$



I. Stuart Price - Fayetteville, $\mathcal{A R}$ Mark Flores \& Mike Magusiak<br>Ieff Powell - Syracuse, $\mathcal{N V}$<br>David Barwig - Sun Valley<br>Sharon Haley - N. Hills, $\mathcal{P A}$



The winners of the "No Guest Complaints" contest during Super Chuck Summer (pictured above) were awarded to an awesome night with Mark Flores (Director of Operations), Mike Magusiak (President) and Dick Frank (Chairman) last Wednesday night in Dallas, TX. They all flew to Dallas, stayed in a hotel and road off in a stretch limo directly from the hotel to the Americ an Airlines Center for appetizers, drinks, dinner and to watch the Mavericks Geat the Phoenix $S$ uns. They fad the "Red Carpet" treatment..literally!


The GM's and $\mathcal{D M}$ 's had plenty of room to rub elbows with the "Gig wigs" while watching the game in luxury from the sky box suite. David Pippin (DM) stated that we thought of the smallest details in arranging this trip (like we do for our Guests). "The limo was a nice touch, thanks for treating us so well". Emerson Curtis (DM) and geff Powell once again had travel delays, Gut made it on time!! Ed Porter $(\mathcal{A D})$, David Barwig (GM) even stopped by the Support Center prior to the game for a tour. Alex Guntrum (DM) and Sharon $\mathcal{H a l e y}$ really enjoyed the dessert cart midway through the game.

What's next? Stay tuned for your next opportunity to share in the rewards of taking care of our guests. Continue to provide $\mathcal{M a g i c}$ al $\mathcal{H}$ ospitality to $\mathcal{E A C H}$ of our guests with the 5/10 rule, $\mathcal{H a v e}$ a $\mathcal{M a g i c}$ al $\mathcal{D a y}$ and It's my Ple asure! Thanks again to the 199 locations that had no guest complaints for the 14 we eks during the $\operatorname{Summer}$ ChuckSummer Campaign.

Many Thanks go to the $\mathcal{N}$ o Guest Complaints Hospitality Committee:

> Tina Glenn \& Ryan Linders

Todd Horcfiner - Editor and Photographer


Memo Park $\mathcal{H} y d r a u l i c ~ r i d e s ~ c l u t c h ~ a s s e m b l y ~ t r o u b l e s h o o t i n g ~ t i p s . ~$

1. The clutch receives its 24 volts from the $\mathcal{T}$ R2 transformer located under the triangle shaped base door inside the grey control box. The primary of the TR2 transformer gets its voltage from g3 of the CPU Goard after the ride is coined up. There is also located inside the junction box on the bike, a bridge rectifier for the clutch that converts the $24 \mathcal{V A C}$ to $24 \mathcal{V D C}$ to the coil of the clutch. The Bridge Rec. tifier crosses to a NXE 5324.

$\mathcal{H e y}$ Guys \& Gals if you would like to share some thing in the Chuck $\mathcal{E}$. Focus feel free to contact me directly at ext. 5448 or e-mail me at:
e6riggs@cecentertainment.com
I look forward to hearing from you!
Eric a Briggs
Sr. Admin, Operations
2. The coil resistance for a good clutch coil should be around 20 ofms
3. It is afso a very good idea not to over tighten the 3 bolts that attach the clutch to the ride. If over tightened it will not allow the coil on the clutch to activate and you will not be able to pedal after the ride is coined up.


Ple ase call the $S$ PI Tecfinical $S$ upport $\mathcal{D e}$ partment at 7858626002 , should you have any questions.


On October 20, 2005 we had our daughter Emma's fifth birthday party at Chuck E Che ese in North Canton, Ofio. We really had to give a lot of thought about having it there because though we don't find your party prices unreasonable, things are tight for us. You see, I recently underwent surgery on my brain, and because of complications I will fave to undergo a second surgery on my brain in just a few we eks. Because of this we have an overwhelming amount of bills from the surgery, doctor appointments too many medications to count... youget the picture. So we really struggled with this decision first because of the cost and second because the affect the noise would have on my fead. Once we decided to go afead and figure out a way to come up with the money to do the party, we decided to do it on a Thursday night. First be. cause it actually was her birtfday, second because the kids would get the extra tokens for faving it on a we kday and third in hopes that it would be a bit calmer on a we knight. I want to tell you, aside from the money part, which was of course our own decision; we could not be more thrilled. I want to just rave to you about Emma's party fostess, Asfley. She was such a nice sweet girl. She was perky and bubbly and exactly the kind of girl that you NeED to have host these parties. She made Emma feelspecial on her special day, which was so important to us as Emma fas missed out on SO much with her mommy being so sick. The food was good, our guests fad a great time and the big accomplishment of the night was that Emma overcame her fear of Chuck E and even gave him a fug..well after we told her it was actually a girl in the costume. (We didn't know if it was or not), 6ut it was $\mathcal{V E R V}$ important to Emma. I saw the general manager sitting work. ing on some things and made a point to go and let fier know how enjoyable the party was and that more than anything $I$ wanted to let her know that Ashley was a true gem. She also (I don't remember fier name) was very pleasant and told us how glad she was that our daughter had a wonderful party. I want to thank you as a company but mostly $I$ want to thank Asfley by letting you know what a wonderfulemploye you fave in fer.


Make Magic $\mathfrak{N}$. Little Rock, $\mathcal{A R}$ \# 304
Southwest Region~Cheryl Bolin's District Great Leadersfip From GM ~ Mary $\mathcal{H a t f i e l d}$
$I$ attended a birtfday party on Thurs. day, Dec. 8, 2005 in $\mathcal{N}$ orth Little Rock AR. I was ple asantly surprised with the great service we received. While visit. ing, there fiad to be at le ast 30-40 kids on the floor, there was only one young lady as a "guest representative".... who did a wonderfuljob with all the kids and parents. She helped set-up, serve, involve the kids in the singing and dancing, manage presents and take care of the other parties at the same time. I don't think anyone felt left out or ignored. I don't know her name. She was a real social director. If she is getting paid as a waitress you are going to lose fier!

Potholes and Failing Parking Lots $\mathcal{B y}$ Facifities


Potholes in your parking lot can turn into craters if not addressed in a timely manner. The expansion and contraction asphalt and concrete go through in the winter months compounds this problem, as well as snow plows removing snow. It's good practice to walk your parking lots a minimum of once a week to look for potholes or potential as. phalt/concrete failure.

If you have potholes, or failing aspfialt/ concrete, please contact the Facilities Dept. at 972/258-5643. If it is the LandCord's responsibility to repair the parking lot, we will notify them to make repairs. If the parking lot is CEC's responsibility, we will get a bid to make repairs. We are currently compiling our list of parking lots to replace in 2006, so notify your District Managers/Area $\operatorname{Directors}$ if you feel your lot is in need of replacement.
$P$ le ase don't let craters grow in your parking lots!

## Compliments

Weekending December 25, 2005

## Midwest Region:

0...Better fuck next we ek!

Western Region:
418 \& 406
Southern Region:
705 \& 771
Northern Region:
2.510 \& 500

Southwest Region:
581,732,564 \& 579

## Complaints

Weekending December 25, 2005


Midwe st Region: 828 \& 686
Western Region:


399,364,453,2.
$355,418,362,406,702$ \& 45
Southern Region:
$2-772,664,74,635,50,84,614$ \& 543
Northern Region:
$718,681,511,752,719,522$ \& 2-542

## Southwest Region:

582,933,891,416 \&928


JANUARY 1, 2006 COUPON PROMOTION

| SUPER FUN FAMILY PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens <br> ONLY \$19.99 WITH COUPON | FUN TIME PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens <br> ONLY \$23.99 WITH COUPON | FUN MEAL DEAL <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 75 tokens <br> ONLY \$26.99 WITH COUPON | BIG BLAST PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens <br> ONLY \$29.99 WITH COUPON |
| :---: | :---: | :---: | :---: |
| MARKETS: <br> ALEXANDRIA <br> AMARILLO <br> COLUMBUS, GA | DOTHAN <br> EL PASO <br> HATTISBURG, MS <br> JACKSONVILLE, FL | JOHNSTOWN/ALTOONA <br> LAFAYETTE <br> LAKE CHARLES <br> LUBBOCK | MACON <br> MONTGOMERY <br> ST. LOUIS <br> WACO |
| SUPER FUN FAMILY PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens <br> ONLY \$19.99 WITH COUPON | BUY 40 TOKENS GET 40 TOKENS FREE <br> Get a total of 80 tokens <br> Can be used with other offers | \$9.99 LARGE PIZZA <br> Buy any Large Pizza with 1 topping for only $\$ 9.99$ | BIG BLAST PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens <br> ONLY \$29.99 WITH COUPON |
| MARKETS: |  |  | WICHITA FALLS |
| ALBANY, GA | CORPUS CHRISTI | JACKSON, TN | PALM SPRINGS |
| ATLANTA | DALLAS/FT. WORTH | KANSAS CITY | PITTSBURGH |
| AUGUSTA | DENVER | LITTLE ROCK | PORTLAND, OR |
| AUSTIN | DETROIT | LOS ANGELES | RALEIGH/DURHAM |
| BATON ROUGE | FLINT/SAGINAW | MEMPHIS | SALISBURY, MD |
| BIRMINGHAM | FORT SMITH | MIAMI | SAN ANTONIO |
| BOWLING GREEN | GRAND JUNCTION | MILWAUKEE | SAN DIEGO |
| CEDAR RAPIDS | GRAND RAPIDS | MINNEAPOLIS | SAVANNAH |
| CHARLESTON, WV | GREENVILLE, SC | MOBILE/PENSACOLA | SHERMAN |
| CHICAGO | GULFPORT | NASHVILLE | TAMPA/ST. PETE |
| CLEVELAND | HOUSTON | NEW ORLEANS | TULSA |
| COLORADO SPRINGS | HUNTSVILLE | OKLAHOMA CITY | TYLER/LONGVIEW |
| COLUMBIA, SC | INDIANAPOLIS | ORLANDO | WEST PALM |
| SUPER FUN FAMILY PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens <br> ONLY \$20.99 WITH COUPON | BUY 50 TOKENS GET 50 TOKENS FREE <br> Get a total of 100 tokens <br> Can be used with other offers | FUN TIME PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens <br> ONLY \$23.99 WITH COUPON | BIG BLAST PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens <br> ONLY \$29.99 WITH COUPON |
| MARKETS: |  |  | WASHINGTON DC |
| ANCHORAGE | JOPLIN | OLYMPIA | SEATTLE |
| BAKERSFIELD | LA CROSSE | OMAHA | SHREVEPORT |
| BALTIMORE | LANSING | RAPID CITY | SIOUX CITY |
| BROWNSVILLE | LEXINGTON, KY | ROCKFORD, IL | SPRINGFIELD, IL |
| DAVENPORT, IA | LINCOLN | SALINAS/MONTEREY | TOLEDO |
| GREEN BAY | NEW YORK | SAN FRANCISCO | VICTORIA |
| SUPER FUN FAMILY PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens <br> ONLY \$21.99 WITH COUPON | BUY 50 TOKENS GET 50 TOKENS FREE <br> Get a total of 100 tokens <br> Can be used with other offers | FUN TIME PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens <br> ONLY \$24.99 WITH COUPON | BIG BLAST PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens <br> ONLY \$30.99 WITH COUPON |
| MARKETS: | CHARLOTTE, NC | LOUISVILLE | ROCHESTER |
| ALBANY, NY | COLUMBUS, OH | PHILADELPHIA | SACRAMENTO |
| ALBUQUERQUE | FRESNO/VISALIA | PORTLAND, ME | SPRINGFIELD, MA |
| BINGHAMPTON | HARRISBURG, PA | PROVIDENCE | SYRACUSE, NY |
| BOSTON | HARTFORD | RICHMOND | TOPEKA, KS |
| SUPER FUN FAMILY PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks -30 tokens <br> ONLY \$19.99 WITH COUPON | BUY 40 TOKENS GET 40 TOKENS FREE <br> w/ any food purchase Get a total of 100 tokens <br> Can be used with other offers | \$9.99 LARGE PIZZA <br> Buy any Large Pizza with 1 topping for only $\$ 9.99$ | BIG BLAST PACK <br> - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens <br> ONLY \$29.99 WITH COUPON |



| ***PLEASE NOTE THAT THIS "BUY 50 GET 50" COUPON MUST BE USED WITH A FOOD PURCHASE*** |  |  |  |
| :---: | :---: | :---: | :---: |
| MARKETS: | RENO | TRI-CITIES/JOHNSON TN | WINSTON/SALEM |
| ERIE | ROANOKE, VA | VEGAS | YOUNGSTOWN |
| MADISON | SANTA BARBARA | WILKES BARRE/SCRANTON |  |
| SUPER FUN FAMILY PACK | FUN TIME PACK | FUN MEAL DEAL | BIG BLAST PACK |
| - 1 large pizza with one or two | - 1 large pizza with one or two | - 1 large pizza with one or two | - 1 large pizza with one or two |
| toppings or Super Combo | toppings or Super Combo | toppings or Super Combo | toppings or Super Combo |
| - 4 regular size soft drinks | - 4 regular size soft drinks | - 4 regular size soft drinks | - 4 regular size soft drinks |
| - 30 tokens | - 50 tokens | - 75 tokens | - 100 tokens |
| ONLY \$21.99 WITH COUPON | ONLY \$24.99 WITH COUPON | ONLY \$27.99 WITH COUPON | ONLY \$30.99 WITH COUPON |

[^0]Please call Piper Ranne at $972 / 258-5489$ if you have any questions about the coupon promotion.


Sou will receive $\$ 1000$ for your refer. rats, Peter Pununzi, Keith Goins, Joanne Matherne and Sharmanye Gay in next we er's mail!

## $\mathcal{N e w} 2000$ figfrend $S$ tandard

The 2000 ticket standard is changing.
The Play-Dof Beach Buggy is discontinued and the
Tootsie Roll Pillow is the new standard.


Item \# 53362
Tonsienoil

We gave over $\$ 410,000.00$ back to schools in our communities s!
$\mathcal{B Z I T}$ WAIT.....IHERES MORE....
$\mathcal{T W O}$ EXCITING $\mathcal{N E W}$ CHANGES FOR2006!!

1. Based on feedbackfrom operations and our schoolcontacts, we will be increasing our school fundraising donation from 10 to $15 \%$ for all events that occur in 2006. This will be an automatic change that will begin on $I$ anuary $2^{\text {nd }} 2006$ and will not affect any changes to operations.

REMINDER! The $15 \%$ donation is a below the line expense. During these events, please help to make sure we are properly tracking and compensating participating schools in your community.
2. To help alle viate some of your dinner rush and to provide more time for guests to participate in a fundraiser, we have moved the starting time from 5:00-9:00 pm to 3:00-9:00 pm. This change will provide more time for our busy moms and dads and allow us to provide out. standing service to our guests.

Here's how we will be advertising these newchanges starting in I anuary 2006:

1. Newtele vision commercial
2. Website and E-mail blasts
3. National PIA and PIO Conventions and We 6 -site Ganner advertising
4. $\mathfrak{N a}$ ational PI $\mathcal{A}$ and PIO Magazine $\mathcal{A d s}$
5. In-store (newflyers and other POP coming soon!)

If you have any questions regarding these changes to the schoolfundraising program, please feelfree to contact Ryan Linders at x4281 or rlinders@cecentertainment.com

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CEC Entertainment
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$4441 \mathcal{W}$. Airport Frwy.
Irving, $\mathcal{T} X 75062$

Phone: 972-258-8507
Email:
www.c fuckeche ese.com

## Where Kid can bee Kid!"

## New Akman Compact Flash audio boards on all new sound kits

To raise and lower the volume, make a jumper wire and short between ground (gid) and VOL (+) to raise the volume and VOL (-) to lower the volume.
To generate a sound, short between ground (and) and any numbered terminal 1 through 6.
Terminal \# 1 sound - Engine sound - needs to be on gas pedal
Terminal \# 2 sound - Engine sound
Terminal \# 3 sound - One minute to self destruct
Terminal \# 4 sound - starting engine - needs to be on key switch
Terminal \# 5 sound - cars passing
Terminal \# 6 sound - Gentlemen start your engines
Speakers must be on the left $\mathrm{L}(+)$ and $\mathrm{L}(-)$ terminals as shown in the picture.
All switches must be wired normally open for the sound unit to function correctly.

Tech Support

Hey Guys \& Gals if you would like to share something in the Chuck $\mathcal{E}$. Focus feel free to contact me directly at ext. 5448 or e-mail me at:
e briggs@cecentertainment.com
I look forward to fe bring from you!
Erica $\operatorname{Briggs}$
Sr. Admin, Operations



# CHUCK E. FOCUS - DECEMBER 2005 ISSUES (FOUR ISSUES - 12/2/05, 12/9/05, 12/16/05, 12/30/05) 

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[^0]:    MARKETS:
    Call the POS department at 972/258-54if you have any questions about your registers. If you have any questions after hours, call 817/870-0744

