

Me and my daughter visited your store about a week ago, we were instantly greeted by a young lady. She was very polite and explained how everything worked. She showed us to the register and then also took our order with the same courtesy. The rest or our visit was just as wonderful. Everyone was very polite and always smiling. A young man quickly fixed the game I was playing when it ran out of tickets. I didn't catch his name. When we were leaving, the young lady, Lindsey, also helped get my daughter a prize and let us out. I would just like to say that you have wonderful employees and a very clean store. I just wanted to make sure they get recognized for it, my trip to Chuck E. Cheese just wouldn't have been the same without them.

Thanks again.

## Making Magical Hospitality

I hosted a birthday party for my daughter, Tavia, who was turning 8years old in your Grand Prairie location. I did not book a party so I was worried that the location might be extremely full on a Friday night and that we would not be able to find seating etc... When I arrived, the host was extremely helpful, although the property was very busy, he helped locate seating for me and my guest. He continued to come back to check on us, which was greatly appreciated. I really regret not getting his name, because he went above and beyond what was expected from a walk-in party. My daughter was thrilled with the balloons that he brought over. Thanks for making my daughters day.

Thank you,


Toye Robertson

> Magical Hospitality Boise, ID \#959 Western Region, Amna Mujcin, Manager Great Leadership From GM ~ Travis Hopkins

We went to CEC on Friday. It was pretty crazy and full of people, however it didn't stop Amber from taking our order and focusing on us. She didn't rush me or act crazed. She was calm and focused. She is a great asset to CEC. Almaz is incredible too. He made his way to say hello several times. He is so sweet. We are always excited to see him too.


## Compliments

Week Ending Sept. 17, 2006 Midwest Region: 336. 2-77

Western Region:

| 959 | 1 | $\# 446$ | Bell / Los Angeles | $\$ 78,371$ |
| :---: | :---: | :---: | :--- | :---: |
| Southwest Region: | 2 | $\# 418$ | Sun Valley / LA | $\$ 65,189$ |
| $570,593,579$ | 3 | $\# 453$ | Ventura / LA | $\$ 64,130$ |
| Northeast Region: | 4 | $\# 377$ | Lynwood, CA | $\$ 57,624$ |
| 743 | 5 | $\# 523$ | Bronx, NY | $\$ 57,247$ |
| Southeast Region: | 6 | $\# 522$ | Brooklyn, NY | $\$ 56,905$ |
| $770,381,690$ | 7 | $\# 654$ | Sterling | $\$ 55,485$ |
|  | 8 | $\# 420$ | Brandon / Tampa | $\$ 55,071$ |
|  | 9 | $\# 438$ | Kendall, FL | $\$ 54,377$ |
|  | 10 | $\# 439$ | National City / San | $\$ 53,844$ |

## Complaints

Week Ending Sept. 17, 2006 Midwest Region:
346, 4-327, 832, 2-836, 82, 2-77, 836, 873
Western Region:
399, 358, 634, 314, 422, 405, 443,
453, 300, 306, 959
Southwest Region:
580, 571, 888, 568
Northeast Region:
$501,448,459,468,518,481,840,505$
$476,511,513,527,340,628$
Southeast Region:
$64,55,117,365,455,483,658,636,2-502$ 969, 719, 460

## WEEK 39

## TOP TEN SALES VOLUME

 LOCATIONVOLUME

## TOP TEN SALES INCREASE

LOCATION
\% INCREASE

| $\# 471$ | Newington / Boston | $73.4 \%$ |
| :--- | :--- | :---: |
| \#530 | Butler, PA | $57.3 \%$ |
| \#336 | Saginaw, MI | $51.3 \%$ |
| \#753 | Leominster, MA | $49.5 \%$ |
| \#534 | Johnstown, PA | $48.2 \%$ |
| \#500 | Brick, NJ | $46.5 \%$ |
| \#941 | Muncie, IN | $43.9 \%$ |
| $\# 539$ | Reading, PA | $43.2 \%$ |
| \#528 | Burlington, NJ | $40.3 \%$ |
| \#455 | Montgomeryville, PA | $38.4 \%$ |



## Tech

## support

## Studio C Computers

It is very important when you do your maintenance on the Studio C Computer to clean the cooling fans on the front and inside the computer. (See Figure \#1) This will help prevent premature failures with your show computer.

Figure \# 1


If your computer has trouble booting up properly most of the time the issue is related to the Hard Drive. An emergency back up floppy disk and 3 DVD's are available through the SPT Parts Department part \# STC-Crash. By inserting the emergency floppy disk into your floppy drive and booting up your computer, the computer will boot from the floppy drive rather then the hard drive. You will also need to replace all three DVD disk in the DVD Players to match the emergency back up floppy. Once you have the start up screen you should be able to start your show just as before and still be able to select and play birthday shows just as before. This will be very valuable to have if your hard drive should fail on the weekend. You can order a replacement hard drive from the SPT Technical Support Department. It is highly recommend that each location have this emergency kit, it would also be a good idea to store this kit in the safe were everyone can find it including should the computer fail on the weekend making easier to locate by the entire management team.
Also found on the SPT Web site is a complete updated technical manual for the studio $c$ show should you want to download it.

## Merchandising Info ~

## New 5000 TIX High End Standard

The 5000 TIX Standard has now changed to the:
My Little Pony Butterfly Island


## OVER THE HEDGE

All stores will be participating in an FSI coupon promotion on October 8. Coupons will expire on November 18, 2006.
Below is a detailed list of coupon offers by market.

| - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks <br> - 30 tokens <br> ONLY \$19.99 WITH COUPON | BUY 40 TOKENS <br> GET40 TOKENS FREE <br> Get a total of 80 tokens <br> Can be used with other offers | - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks <br> - 100 tokens <br> ONLY \$29.99 WITH COUPON | - 1 large pizza with one or two <br> toppings or Super Combo - 4 regular size soft drinks - 36 tokens <br> - 5 "Over the Hedge" Tokens <br> ONLY \$24.99 WITH COUPON |
| :---: | :---: | :---: | :---: |
| ABILENE | DETROIT | LAS VEGAS | ROANOKE |
| ALBANY, GA | DOTHAN | LEXINGTON, KY | ROCKFORD |
| ALEXANDRIA | EL PASO | LINCOLN | SAN DIEGO |
| AMARILLO | ERIE | LITTLE ROCK, AR | SHERMAN |
| ATLANTA | EVANSVILLE | LOS ANGELES | SIOUX CITY |
| AUSTIN | FT. SMITH/FAYETT | LUBBOCK | SIOUX FALLS |
| BATON ROUGE | FT. WAYNE | MACON | SOUTH BEND |
| BEAUMONT | GRAND JUNCTION | MADISON | SPRINGFIELD, IL |
| BIRMINGHAM | GRAND RAPIDS | MCALLEN-BROWNSVILLE | SPRINGFIELD, MO |
| BOISE | GREENBAY <br> GREENSBORO-WINSTON SA- | MIAMI | TAMPA/ST. PETE |
| BUFFALO | LEM | MINNEAPOLIS | TOLEDO |
| CHARLESTON, SC | GREENVILLE, SC | MONTGOMERY | TOPEKA |
| CHARLESTON, WV | HATTISBURG, MS | NEW ORLEANS | TRI-CITIES/JOHNSON CITY |
| CHATTANOOGA, TN | HOUSTON | OMAHA | VICTORIA |
| CHICAGO | HUNTSVILLE | ORLANDO | WACO |
| COLORADO SPRINGS | INDIANAPOLIS | PALM SPRINGS | WEST PALM |
| COLUMBIA, MO | JOHNSTOWN/ALTOONA | PEORIA | WICHITA FALLS |
| COLUMBUS, GA | JOPLIN, MO | PHOENIX | WICHITA, KS WILKES/BARRE- |
| DALLAS/FT. WORTH | KNOXVILLE | PITTSBURGH | SCRANTON |
| DAVENPORT | LACROSSE | PORTLAND, OR | YOUNGSTOWN |
| DAYTON/SPR. | LAFAYETTE | RALEIGH/DURHAM | YUMA/EL CENTRO |
| DENVER | LAKE CHARLES | RAPID CITY, IA |  |
| DES MOINES | LANSING | RENO |  |

## MARKETING INFORMATION <br> OCTOBER 8, 2006 COUPON PROMOTION -correction

| - 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 <br> GET 50 TOKENS FREE <br> Get a total of 100 tokens <br> Can be used with other offers | - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens <br> ONLY \$29.99 WITH COUPON | - 1 large pizza with one or two <br> toppings or Super Combo - 4 regular size soft drinks - 36 tokens <br> - 5 "Over the Hedge" Tokens ONLY \$24.99 WITH COUPON |
| :---: | :---: | :---: | :---: |
| MARKETS: <br> ANCHORAGE BAKERSFIELD BALTIMORE | CINCY <br> NEW YORK <br> NORFOLK/VA BEACH | SALINAS/MONTEREY <br> SALISBURY, MD <br> SAN FRANCISCO | SANTA BARBARA -SANTA <br> MARIA <br> SEATTLE <br> WASHINGTON DC |
| - 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 <br> GET 50 TOKENS FREE <br> Get a total of 100 tokens <br> Can be used with other offers | - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens <br> ONLY \$30.99 WITH COUPON | - 1 large pizza with one or two <br> toppings or Super Combo - 4 regular size soft drinks - 36 tokens <br> - 5 "Over the Hedge" Tokens ONLY \$24.99 WITH COUPON |
| ALBANY, NY | FRESNO/VISALIA GREENVILLE, NC | PHILADELPHIA | SPRINGFIELD, MA |
| ALBUQUERQUE | (JACKSONVILLE) | PORTLAND, ME | ST. LOUIS |
| BINGHAMPTON | HARRISBURG, PA | PROVIDENCE | SYRACUSE, NY |
| BOSTON | HARTFORD | RICHMOND |  |
| CHARLOTTE, NC | JACKSONVILLE | ROCHESTER |  |
| COLUMBUS, OH | LOUISVILLE | SACRAMENTO |  |


| - 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 <br> GET 40 TOKENS FREE <br> Get a total of 80 tokens <br> Can be used with other offers | - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens <br> ONLY \$29.99 WITH COUPON | - 1 large pizza with one or two <br> toppings or Super Combo - 4 regular size soft drinks - 36 tokens <br> - 5 "Over the Hedge" Tokens ONLY \$24.99 WITH COUPON |
| :---: | :---: | :---: | :---: |
| MARKETS: |  |  |  |
| AUGUSTA | COLUMBIA, SC | MEMPHIS | SAN ANTONIO |
| BILOXI-GULFPORT | CORPUS CHRISTI | MILWAUKEE | SAVANNAH |
| BOWLING GREEN | FLINT/SAGINAW | MOBILE/PENSACOLA | SHREVEPORT |
| CEDAR RAPIDS | JACKSON, TN | NASHVILLE | TULSA |
| CLEVELAND | KANSAS CITY | OKLAHOMA CITY | TYLER/LONGVIEW |

The "Over the Hedge" FSI offer is coupon code \#208. These coupons will be on your registers prior to the FSI drop. Check to make sure the offer is on your registers on Friday, October $6^{\text {th }}$. If not call the POS department at 972/258-5451. If you have any
questions after hours, call 817/870-0744.

## DreamWorks and Chuck E. Cheese Partner!



We've received lots of questions about our Over The Hedge promotion so below are answers to the most common ones.
-When I receive my Over The Hedge tokens do I add them to my inventory?
No, only add them when you do your game pull.
-When I do my game pull do I separate the Over The Hedge tokens from the others? No, add to your entertainment P\&L inventory under regular tokens.
-Do the Over The Hedge tokens work in our games?
Yes, they are regulation size tokens
-When I run out of the bagged tokens do I pull the Over The Hedge tokens out and re-bag them to prolong the promotion?

When you run out of the bagged Over The Hedge tokens the promotion is over please pull your register topper when you run out of these bagged tokens. Do not re-bag Over The Hedge tokens to prolong the promotion.
-What do I do when a guest brings in the FSI coupon and we are out of Over The Hedge tokens?

Please accept the coupon and explain to the guest the promotion was "while supplies last" and offer them an extra 5 CEC regular tokens. There will be a " 5 free" button on your register that you can use only after you have input the coupon code.
-Is this promotion being offered in Canada?
No, it is not valid in Canada.

Please contact Brenda Holloway at 972/258-4222 with any other questions.


> Magical Hospitality Roseville, CA \#633
> Western Region ~ Shanna Haccourt \& Jimme Burke, Managers
> Great Leadership From GM ~ Bill Agin

I just wanted to write about our recent visit to the "new" Chuck E. Cheese by our house. We had our 3 youngest son's birthday party there. This was the first party we have had at one of your establishments, and I must say we were pleasantly surprised. We had reserved the minimum amount for a b-day party, planning on adding our own pizzas \& such for everyone else. Tate, the host assigned to us, after getting approval from Jim, the manager, let us turn our party into a walk-in party, putting our deposit towards pizza and tokens. It is refreshing to see employees putting out an effort towards great customer service these days. I am highly recommending this particular location, and promise we will be back for parties in the future!!!
Thanks! :)

# Making Magical Hospitality 

Thanks again to you and all the folks at Chuck E. Cheese for your generous discount and accommodation for the wish party for Autumn on Sunday, October 1.
Autumn, a 4 year old from Portland, will be embarking on her wish to go to Disneyland Resort on October 8. Her volunteer wish granters wanted to make the send-off party as special as they could for Autumn and requested to have the party at the Chuck E. Cheese location in Portland.

The wish granters gushed about how wonderful the
 party was. They said that the manager who assisted them, Angela, was very helpful and accommodating and definitely made the party special for Autumn and her family.
Because Autumn undergoes dialysis three days a week for her tumor, she is often feeling tired and ill. The volunteers were able to schedule her party on one of her "good days."
"With as much energy as Autumn has when she is feeling well," wrote one volunteer after the party, "we couldn't really get her to focus or calm down enough to open gifts! I think she had an absolute ball-she played on EVERY ride and game there-which was fantastic!"
Autumn was joined by friends and family for the party, who came to show support for Autumn and to celebrate her wish with her.
Chuck E. Cheese locations in the Portland and Salem areas have been instrumental in enhancing local children's wishes by hosting these important parties for wish kids, friends and family. The foundation is very grateful for your support.

Suzi Asmus
Manager of Wishes
Make-A-Wish Foundation of Oregon


## Compliments

Week Ending Sept. 17, 2006 Midwest Region: 346,860, 844

## Western Region:

633, 364
Southwest Region:
2-599, 942, 2-749, 598
Northeast Region:
481, 2-480, 535
Southeast Region:
538, 722

## Complaints

Week Ending Sept. 17, 2006 Midwest Region:
348, 34, 793, 795, 688, 842, 726, 80, 2-327 47,67
Western Region:
$399,404,373,406,717,115,443,453,338,589$

## Southwest Region:

304, 416, 581, 454, 597
Northeast Region:
849,542,513, 494

## Southeast Region:

612, 664, 2-616, 79, 65

## WEEK 40

| TOP TEN SALES VOLUME |  |  |
| :--- | :--- | :--- |
| LOCATION |  |  |
|  |  |  |
| VOLUME |  |  |

## TOP TEN SALES INCREASE

LOCATION

| \#426 | Lakeland | $53.5 \%$ |
| :--- | :--- | ---: |
| \#589 | Anchorage, Alaska | $44.6 \%$ |
| \#889 | N.W. Hwy / OKC | $40.3 \%$ |
| \#34 | Oaklawn / Chicago | $38.2 \%$ |
| $\# 691$ | Houston -Pasaden | $33.6 \%$ |
| $\# 475$ | Roseville /Detroit | $32.1 \%$ |
| \#972 | Roanoke, VA | $30.6 \%$ |
| \#557 | Columbus SW | $30 \%$ |
| \#440 | Pico Rivera / LA | $28.1 \%$ |
| \#442 | Placenta / LA | $26.4 \%$ |



## Tech support

## Photo Ride Printers

At times the auto cutter blade may not always cut the paper well or tends to pull the paper rather then cut it. The problem could be with the blade or the position of the printer. However there is also a Black Platen Roller found inside the printer that advances the paper out of the printer. You can see the black roller when you open the door. This long Black Platen Roller can become worn and not advance the paper well or when the auto cutter blade begins to cut the paper the roller does not hold the paper firmly to allow the blade to cut the paper correctly. Available through the Technical Support Department you can purchase a 2 oz. bottle of Rubber Rejuvenator Platen cleaner at a cost of $\$ 10.00$. The cleaner rejuvenates the rubber and extends the life of the roller which cost $\$ 65.00$. There are instructions on the bottle which tells you how to apply the cleaner however if you have any questions please contact the Technical Support Department at 785862 6002.

Dip Switch Settings for each model of Photo Ride Printer UP895-7,8,12 up and the rest in the down position UP890-1 and 9 up and the rest in the down position UP860-1 and 8 up and the rest in the down position


PLATEN ROLLER

## MARKETING INFORMATION

## DreamWorks and Chuck E. Cheese Partner!

We are participating in a cross promotion with DreamWorks Animation on the DVD release of Over The Hedge on October 17, 2006. Our promotion runs from October 1, 2006 through November 30, 2006.

## What we get:

There will be two CEC offers \#201 \& \#202 inserted into the DVD. The offers expire 12/31/07 and are as follows:


Toys R Us Bonus
All Over The Hedge DVD's sold at Toys R Us will also feature coupon \#336 for 15 free tokens and there will be 5 special Over The Hedge tokens included in the packaging.


## MARKETING INFORMATION

What we will do:
Our FSI featuring an Over The Hedge coupon \#208 will drop on 10/8/06 and expires on 11/18/06. The offer is as follows:


The 5 special tokens will be bagged and sent to your location the week of September 25 . There will be an onscreen prompt on your register to remind you to dispense the token bag with coupon \#208. The special tokens are while supplies last, no re-orders.


## In-Store Offer

There will also be an in-store offer (no coupon) that will be featured on register toppers. This offer is $\$ 27.99$ for a large 1-2 topping or Super Combo pizza, 4 drinks, 36 tokens plus 5 special Over The Hedge tokens. You will have a dedicated register key for this offer - look on your token screen for \$27.99 Over The Hedge. The special tokens are while supplies last, no re-orders. Please pull out the register toppers as soon as your supply of tokens are gone.


## MARKETING INFORMATION

Table Tents
Please remove 5 Reasons to Visit CEC and replace with Over The Hedge inserts as soon as you receive them. We will also be sending new school fund raising inserts. Your 3 inserts should be: Buddig, Over The Hedge and School Fund Raising.



## E-Mail Blast

In October we will be sending an e-mail blast to our registered guests featuring a Toys $R$ Us exclusive discount coupon for $\$ 3$ off the purchase of an Over The Hedge DVD.



Effective, October 13, 2006, Ernst and Young will eliminate the Username: EM34XXX (XXX is the location number) to screen all new hires. To screen all new hires the following scenario is the only scenario to be used. Please do not use location 099 for training purposes; this is an active location. Use location 900 to train new managers on the screening process.

## INSTRUCTIONS FOR USING THE WOTC PORTAL FOR NEW HIRE SCREENING

## For Screening all New Hires

Click the W.O.T.C. Processing Ernst \& Young, LLP icon on the desktop and the GM will be taken to the W.O.T.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 GM for the username and password. The username box is made up of three sections. Enter LM in the first section, 34 in the second section, and the store number is the last section. The password is Chuck with a capital "C" plus the three-digit store number.

Example (If you were location 099):
Username: LM34099
Password: Chuck099

After 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 GM will use to monitor the W.O.T.C. process.

1. Activity Overview-select date range to produce a current activity report.
2. Employees Needing Form 8850 Completion - select option and outstanding 8850s will be displayed.
3. Employees Needing Documentation - select option and outstanding documents will be displayed.
4. Employees Not Surveyed for W.O.T.C. - Select date range and employees to be screened will be displayed.

If you have any question, please contact Jerremy Brister at $\times 4219$ or Pat Beaty at $\times 5572$.


Last night was my third time to visit one of your Restaurants with my family. I have two grandchildren. We live 80 miles from your restaurant so it is a real treat for the kids to get to come over there. My son and his wife make this a monthly visit if they do well, so last night I was invited to go with them. We spent $\$ 77.57$, which isn't a great deal of money but we had a million dollars worth of memories. I just want to comment on one young man that was there. He was in charge of the front I believe. He had blondish hair and when we left he was in charge of the ticket counter. He had the patience of Job and I was so appreciative of him, I even gave him a kiss. I am just a grandmother but when someone is good to my kids and grandkids I like to tell them about it. We have a place called the Factory here in Franklin which we go to as well but our kids love Chuck E Cheese and now I know why. Your pizza is great and you really do treat the kids like real people. Thanks so much for a lovely evening.
Pam Crawford, Franklin, NC

Thank you to the Chuck E. Cheese staff in Albany, GA, who recently helped sponsor the Light the Night Walk for the Leukemia and Lymphoma Society. Funds raised by participants support the Society's mission: cure leukemia, lymphoma, Hodgkin's disease and mye-
 loma, and improve the quality of life of patients and their families. The event was a huge success thanks to the wonderful people of Chuck E. Cheese dedicated to help raise funds for a worthy cause.

> Magical Hospitality West St. Paul, MN \#796 Midwest Region ~ Paul Madison \& Al Rostampour, Managers Great Leadership From GM ~ Marvin Pistner


On Saturday October 14th we celebrated our daughter's 5th birthday with friends and family at your West St. Paul, MN location. It was more than crowded with no room to spare. Since our movement was so limited in the party area, we were very happy that our personal server, Larelle, was on top of everything.
Larelle was incredible about making sure we had everything we needed, from extra plates to extra food. He was kind and courteous and made sure he took the extra time to talk to us, not just to do his job description. He even wished our daughter a happy birthday!
In today's world where you're lucky if anyone will bother to introduce themselves before even thinking of doing business transactions with you, it's refreshing to get the kind of service Larelle provided.
My family would like to say "Thank You" for a wonderful time and for making our party a big success.
Sincerely,
Eric, Robin, Jessa and Katie Marx

## Compliments

Week Ending Sept. 17, 2006 Midwest Region: 796, 826, 845

## Western Region:

410, 375, 441, 761, 411
Southwest Region:
853, 888, 962, 749, 105, 90
Northeast Region:
522, 2-501, 559, 530
Southeast Region:
401, 638

## Complaints

Week Ending Sept. 17, 2006 Midwest Region:
2-685, 2-63, 843, 335, 713, 855
Western Region:
418, 2-375, 407, 2-115, 414, 411, 761
Southwest Region:
962, 596, 32
Northeast Region:
$849,485,501,472,650,645,751,839,520$,
$517,513,547,564,738,561,628,557$
Southeast Region:
$545,658,79,502,965,771,65$

| \#969 | Chattanooga, TN | $67.4 \%$ |
| :--- | :--- | ---: |
| \#891 | Tulsa-Crossings | $51.4 \%$ |
| \#889 | N.W. Hwy / OKC | $44.6 \%$ |
| \#576 | Lake Jackson, TX | $39.4 \%$ |
| \#749 | Joplin, MO | $38 \%$ |
| \#34 | Oaklawn / Chicago | $37.6 \%$ |
| \#383 | Spartanburg / West | $37.2 \%$ |
| \#426 | Lakeland | $37.2 \%$ |
| \#605 | Savannah | $35.8 \%$ |
| \#579 | N.Richland Hills, TX | $34.3 \%$ |



Memo Park Crazy Balloon and Sea Clette Hydraulic Rides

When you are testing the touch sensor circuit for the ride, the clouds are part of that circuit. If you touch the clouds the ride should stop and the alarm will go off. As shown in the picture below, there should be a wire that extends from the first or lower lift arm to the upper lift arm. The wire is attached to the threaded rod that the clouds are attached to. It is very important that the inside of the clouds do not touch the mounting nuts or hardware of the lift arms since they are grounded. If the alarm circuit is going off at times throughout your ride, it may be that the clouds are making contact with the hardware. If you have any questions, please contact the SPT Technical Support Department at 7858626002.


## LeapFrog and Chuck E. Cheese Partner!

We are participating in a cross promotion with LeapFrog on their LeapPad systems. Our promotion runs from November 1, 2006 through December 31, 2006.
What we get:
CEC coupon \# 207 will be posted on the LeapFrog website. The offer expires $03 / 31 / 07$ and is as follows:


What we will do:
Our FSI featuring two LeapFrog coupons \#203 \& \#204 will drop on 11/05/06 and expire on 12/02/06. The offers are as follows:


## MARKETING INFORMATION

The gift checks will be shipped to your location the week of 10/23/06. The checks should be treated like cash and kept in a secure location.

Gift checks will be accepted at Target or Toys R Us stores as indicated on each certificate and distributed randomly. They expire 1/31/07.

There will be an on-screen prompt on your register to remind you to dispense the gift check with coupons 203 \& 204.

The Leap Frog gift checks are not available for sale separately - they must be purchased as part of a meal deal with coupons \#203 \& \#204.


In-Store Offer
You will be drop shipped one case of register paper at no charge to your location.
There will be two LeapFrog coupons on the back. Please begin using immediately upon receipt since the offers expire 1/31/07.


## MARKETING INFORMATION

Table Tents
Please remove Buddig and fund raising and replace with LeapFrog and gift card inserts as soon as you receive them. Your 3 inserts should be: LeapFrog, Over The Hedge and gift cards.


Please contact Brenda Holloway at 972/258-4222 if you have any questions or concerns.


You will be receiving NEW Gift Card marketing materials with your Leapfrog promotion kit in the next few days. On November 1, please update the following marketing materials as follows:

## Table Tent Inserts

1. Leapfrog
2. Over The Hedge
3. Gift Cards (New Gift Cards \& Carriers Coming Soon!)

## Register Insert

Gift Card message

## Light-box Insert (Available in most locations)

If your light-box is located between the front door and the menu area you should be displaying: Pizza Made Fresh
If your light-box is after the menu area you should be displaying either: Token For Grades or School Fundraising.
If you are testing any new items please continue to use those test messages.

For missing or damaged materials please contact Purchasing.

## Business Reminders

BENEFIT DEPARTMENT OPEN ENROLLMENT NEWSLETTER Managers please display newsletter in your location

## Big Changes Coming In Benefits

To continue to be able to provide competitive and cost-effective benefit programs, several benefit changes take effect January 1, 2007.

## Why Change?

As you know from the news, health care costs continue to rise at a double-digit pace. CEC's costs are no exception to this nationwide trend. As a result, our current medical plans have become too costly to continue unchanged. The changes include:
$5 \%$ increases in the cost of coverage (payroll deductions) for medical and dental/vision coverage.
Slightly larger deductibles in the Premium, Value, and Out-of-Area medical options.
A new prescription benefit manager, with a different list of Tier 1, Tier 2, and Tier 3 medicines
A new medical option in 2007 - the Definity HSA Plan.

## Highlights of the New Definity HSA Plan

Here is an overview of how the Definity HSA plan works:
The cost of coverage (payroll deduction) will be the lowest available through CEC.
The deductible will be the largest - and it applies to almost all health expenses before the plan pays any benefits.

With this plan, you can set up a Health Savings Account (HSA) where you can contribute tax-free dollars to help cover your health expenses. CEC will also contribute $\$ 250$ or $\$ 500$ annually to your HSA, depending on the coverage you select.

The money in your HSA can help pay for your up-front medical expenses, such as your deductible.
After you reach your deductible, the plan begins paying 100\% of your eligible in-network expenses (you pay nothing). With out-of-network providers, the plan's benefits are only $50 \%$, you get no network discount, and you pay all amounts that exceed United Healthcare's "usual and customary" maximums.

If you have money left in your HSA at year-end, your money remains in your account to use for future eligible medical expenses.

## What's Next?

Information about the upcoming annual enrollment, as well as more information about the new Definity HSA Plan.

## Business Reminders-cont.

## Daylight Savings Time Change Affects Sign and Lighting Timers By Facilities

Daylight Savings time ends on October 29 ${ }^{\text {th }}$. Please adjust your timers
accordingly and observe your exterior lighting in the early eve-
 ning to make sure they are coming on at the proper time.

As an evening ritual, walk around the entire building to verify all your parking lot lights, awnings, and signs are fully lit. If you have any outages, please contact the Facilities Department at 972/258-5643 and we will have them repaired. Please be specific as to the location of the signs (front, back, side of building) and as to which sign has the outages; i.e., pole sign, thumbchuck logo, channel letters. If it is channel letters, tell us which letters have outages.

Thanks and have a fun Halloween!

## Merchandising Info ~

## NEW \$19.99 CEC Roller Backpack

## To start you off:

DFI will drop ship you 12ea of the Roller Backpack with your next order (CEC item \# 54354)

Where to display: SM Wall:
Temporarily remove your snack bowls and slide bowling sets to the left. Hang Roller Bag in between bowling sets and costumes.

MD Wall:


Slide hammers and glove and ball sets to the left. Hang Roller Bag at the end of the wall.


## LG \& XLG Wall:

Remove one row each of the tool sets and bowling sets. Hang two rows of the Roller Bag.

NEED TO KNOWS:

1) When displayed, turn the tag to face front for the price to show.
2) The Roller Bag converts into a backpack. Directions are on the back of the tag.


My son, Robert Tolppi had his 6th birthday party at the New London Chuck E. Cheese on October 18, 2006. Both guests and parents had a wonderful time and were impressed by the organized way the staff of this restaurant conducted the party. We would like to thank you for a great time, especially on behalf of the children. During the show, the Chuck E. Cheese manager approached up asking about our donations to a local food shelter in Norwich, CT. Our family had requested guest to donate food instead of birthday gifts to our son and we were collecting items in a wagon. This manager went to the grocery store and added three large containers of coffee to our collection. This was greatly appreciated and a much needed item. Thank you on behalf of the Tri-Parish Luncheon in Norwich, CT. Lastly, I was very much touched by your act of kindness and generosity. The coffee will come in great demand over the winter months and you certainly warmed my heart by thinking of them.

Sincerely, Robin B. Slane

## Making Magical Hospitality

CEC Makes Magic - Springfield, MA M Northern Region - Candace GM ~ Joseph Dillella Great Leadership From GM ~ Joseph Dil

October 5th was my first visit to Chuck E. Cheese. I was so pleased with the service \& cleanliness that I wanted to take a minute to let you know. My husband and I took 5 kids to play and upon arrival the cleanliness of the place stood out immediately, it was spotless. Next I was waited on by staff members who all had a great how can I help you attitude and when the staff was busy, the manager Joe Dilellia would wait on you with the same friendly attitude. These days a positive attitude in the service business is rare, that was not the case here. The other thing I noticed about the staff that day, when there would be a slow period you did not find them standing around talking loud or rudely-a lot of times you find staff complaining to each other about everything from work issues to personal issues, talk that is private and not meant to be heard by customers. This staff was just happy \& friendly-it was refreshing. Then when we used the bathrooms, the same - very clean. I own my own business \& would not normally praise or complain about service but this was really a great experience and I wanted to let you know how impressed I was.
Thank you, Kelly Dias

Magical Hospitality Joplin, MO \#749
Southwest Region ~ Karen Wells, Manager
Great Leadership From GM ~ Todd Bell

I would like to commend employees Shelby and Amber for always making our (at least weekly) visit to Chuck E. Cheese a Great One! Both Shelby and Amber are always very helpful and friendly and make our visit to Chuck E. Cheese with my 4 year old son Michael like being with friends. We are relocating back to Dallas / Fort Worth, TX in the next few weeks and did not want to pass up the opportunity to express our appreciation of the excellent customer service and friendship you have extended. Thanks Shelby and Amber for providing excellent service that rocks!

Best regards,
The Melman Family

## Compliments

Week Ending Sept. 17, 2006 Midwest Region: 103, 475, 832

## Western Region:

 406, 558, 305Southwest Region: 33

Northeast Region:
457, 481, 520, 476, 559
Southeast Region:
2-654, 117, 539, 521, 434, 964

## Complaints

Week Ending Sept. 17, 2006
Midwest Region:
59, 34, 2-841, 331, 337, 359, 832, 873,833
Western Region:
$373,329,325,419,445,558,710,721,41$, 589, 300
Southwest Region:
576, 596, 857, 577, 854, 933
Northeast Region:
512, 524, 755, 751, 645, 500, 505, 476,526, 499, 745, 963, 340 738, 544

Southeast Region:
652, 365, 2-601, 62

WEEK 42

| TOP TEN SALES VOLUME |  |  |
| :--- | :--- | :--- | :--- |
| LOCATION |  |  |
|  |  |  |
| VOLUME |  |  |

## TOP TEN SALES VOLUME

## Business Reminders

## BENEFIT DEPARTMENT OPEN ENROLLMENT NEWSLETTER Managers please display newsletter in your location

## Do You Need To Enroll Or Make Changes This Fall?

If you have CEC coverage now, your coverage generally will continue unchanged for 2007 if you do nothing during this enrollment.

However, you need to enroll by November $22^{\text {nd }}$ if you want to:

- Participate in the Health Care or Dependent Care Flexible Spending Account (FSA) for 2007.
- Change your health care coverage election
- Sign up for the new Definity HSA Plan.
- Add or drop family members from your coverage.
- Change your life insurance coverage amount or add/drop life insurance coverage for your spouse or children.

Enrollment is November $6^{\text {th }}-$ November $22^{\text {nd }}$. Be sure to enroll to get the coverage you need.

Definity HSA Plan At A Glance

| Plan Feature | In-Network | Out-of-Network |
| :--- | :--- | :--- |
| Annual Deductible <br> Individual <br> Family | $\$ 2,500$ <br> $\$ 5,000$ | $\$ 2,500$ <br> $\$ 5,000$ |
| Coinsurance <br> (Amount plan pays after you meet the deductible) | $100 \%$ | $50 \%$ |
| Annual Out-of-Pocket Maximum <br> Individual <br> Family | $\$ 2,500$ <br> $\$ 5,000$ | $\$ 8,000$ <br> $\$ 16,000$ |
| Health Savings Account (HSA) | $\$ 250$ <br> Amount CEC Contributes: <br> If you choose Employee Only coverage <br> If you choose Family coverage | $\$ 500$ <br> Amount You Can Contribute: <br> If you choose Employee Only coverage <br> If you choose Family coverage |
| Preventive Care Services |  |  |
| Annual physical exams, immunizations, screenings | No deductible requirement <br> Plan pays 100\% |  |
| Bi-Weekly Employee Contributions: <br> Employee only <br> Employee + <br> Employee + Family$\$ 73.00$ <br> $\$ 85.00$ |  |  |

## Business Reminders-cont.

## NEW ELECTRONIC GIFT CARDS ARRIVING THIS WEEK

Be on the lookout for a box shipped from MT\&L containing your new electronic gift cards \& carriers.

This shipment includes:
2 boxes of 250 electronic gift cards
2 boxes of 250 carriers
1 Instruction manual
1 introduction letter
2 electronic gift card register guides
Store this shipment in a safe place until further instructions from your DM.

I would like to thank each of the associates for a very successful store opening., you are AWESOME!

Shelly Fly

Starting from left to right: Patty Martinez, Vu Tran, Sally Cervantes, Shelly Fly, Kimmy Willcox, Jacob Watanabe Winger, Carla de la Cruz



## Preventive Maintenance is it important?

Each day provides its own issues which may cause our priorities to change from time to time. There will always be down games or other issues that take up our time, however on your list of priorities of things that must get done where does preventive maintenance fall. How important is Preventive Maintenance. Toward our goal of providing our guest the very best possible value, preventive maintenance can play a part while at the same time reducing costly repairs before they happen. The following suggestions for video game maintenance will help towards that goal.

1. Remove game monitor glass and clean monitor screen
2. Verify that both coin mechanisms are taking both tokens and quarters.
3. Play the game to insure that all features of the game are all working correctly. (Joystick, Trackball, all control panel buttons)
4. Check that the game volume is at the correct level. ( 73 to 75 db )
5. Verify that the coin meter is working
6. Inspect game for any visible cosmetic damage, replace or repair as needed.
7. Vacuum inside cabinet and clean all cooling fans and filters.
8. Insure all lighting such as Top Marquee and coin mechanism lamps are working.
9. Dust main logic boards, power supplies and monitor chassis to ensure proper cooling.
10. Refer to game manual for further instructions for other needed maintenance as required by the game manufacturer. Games such as Wave Runnner and Tsumo Motion Base may require further maintenance specific to that game.

Although there will be some labor cost involved in doing Preventive Maintenance, the positive results for our guest and the lower overall operating cost for the game far exceed that initial cost.

## MARKETING INFORMATION

## NOVEMBER 5, 2006 COUPON PROMOTION

All stores will be participating in an FSI coupon promotion on November 5. Coupons will expire on December 2, 2006. This FSI drop is the promotion with "Leap Frog" so you will notice the new coupon offers including "Leap Frog Checks" listed below:

| - 1 large pizza with one or two toppings or Super Combo <br> - 4 drinks <br> - 30 tokens <br> + \$5 Leap Frog Gift Check \$19.99 | BUY 40 TOKENS GET 40 TOKENS FREE <br> Get a total of 80 tokens \$10.00 | Buy any Large Pizza with 1 topping for only $\$ 9.99$ | - 1 large pizza with one or two toppings or Super Combo - 4 drinks <br> - 100 tokens <br> + \$5 Leap Frog Gift Check \$29.99 |
| :---: | :---: | :---: | :---: |
| ABILENE | DETROIT | LAS VEGAS | ROANOKE |
| ALBANY, GA | DOTHAN | LEXINGTON, KY | ROCKFORD |
| ALEXANDRIA | EL PASO | LINCOLN | SAN DIEGO |
| AMARILLO | ERIE | LITTLE ROCK, AR | SHERMAN |
| ATLANTA | EVANSVILLE | LOS ANGELES | SIOUX CITY |
| AUSTIN | FT. SMITH/FAYETT | LUBBOCK | SIOUX FALLS |
| BATON ROUGE | FT. WAYNE | MACON | SOUTH BEND |
| BEAUMONT | GRAND JUNCTION | MADISON | SPRINGFIELD, IL |
| BIRMINGHAM | GRAND RAPIDS | BROWNSVILLE | SPRINGFIELD, MO |
| BOISE | GREENBAY | MIAMI | TAMPA/ST. PETE |
| BUFFALO | GREENSBORO-W. SALEM | MINNEAPOLIS | TOLEDO |
| CHARLESTON, SC | GREENVILLE, SC | MONTGOMERY | TOPEKA |
| CHARLESTON, WV | HATTISBURG, MS | NEW ORLEANS | TRI-CITIES/JOHNSON CITY |
| CHATTANOOGA, TN | HOUSTON | OMAHA | VICTORIA |
| CHICAGO | HUNTSVILLE | ORLANDO | WACO |
| COLORADO SPRINGS | INDIANAPOLIS | PALM SPRINGS | WEST PALM |
| COLUMBIA, MO | JOHNSTOWN/ALTOONA | PEORIA | WICHITA FALLS |
| COLUMBUS, GA | JOPLIN, MO | PHOENIX | WICHITA, KS |
| DALLAS/FT. WORTH | KNOXVILLE | PITTSBURGH | WILKES/BARRE-SCRANTON |
| DAVENPORT | LACROSSE | PORTLAND, OR | YOUNGSTOWN |
| DAYTON/SPR. | LAFAYETTE | RALEIGH/DURHAM | YUMA/EL CENTRO |
| DENVER | LAKE CHARLES | RAPID CITY, IA |  |
| DES MOINES | LANSING | RENO |  |


| - 1 large pizza with one or two toppings or Super Combo - 4 drinks <br> - 30 tokens <br> + \$5 Leap Frog Gift Check \$19.99 | BUY 50 TOKENS GET 50 TOKENS FREE <br> Get a total of 100 tokens \$12.50 | - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks <br> - 50 tokens \$23.99 | - 1 large pizza with one or two toppings or Super Combo - 4 drinks <br> - 100 tokens <br> + \$5 Leap Frog Gift Check \$29.99 |
| :---: | :---: | :---: | :---: |
| MARKETS: |  |  |  |
| ANCHORAGE | CINCY | SALINAS/MONTEREY | S BARBARA -S MARIA |
| BAKERSFIELD | NEW YORK | SALISBURY, MD | SEATTLE |
| BALTIMORE | NORFOLK/VA BEACH | SAN FRANCISCO | WASHINGTON DC |


| - 1 large pizza with one or two toppings or Super Combo <br> - 4 drinks <br> - 30 tokens <br> + \$5 Leap Frog Gift Check \$19.99 | BUY 50 TOKENS GET 50 TOKENS FREE <br> Get a total of 100 tokens \$12.50 | - 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks <br> - 50 tokens \$24.99 | - 1 large pizza with one or two toppings or Super Combo - 4 drinks <br> - 100 tokens <br> + \$5 Leap Frog Gift Check \$29.99 |
| :---: | :---: | :---: | :---: |
| ALBANY, NY ALBUQUERQUE BINGHAMPTON BOSTON CHARLOTTE, NC COLUMBUS, OH | FRESNO/VISALIA <br> GREENVILLE, NC (JAX NC) <br> HARRISBURG, PA <br> HARTFORD <br> JACKSONVILLE <br> LOUISVILLE | $\begin{aligned} & \text { PHILADELPHIA } \\ & \text { PORTLAND, ME } \\ & \text { PROVIDENCE } \\ & \text { RICHMOND } \\ & \text { ROCHESTER } \\ & \text { SACRAMENTO } \end{aligned}$ | SPRINGFIELD, MA ST. LOUIS SYRACUSE, NY |
| - 1 large pizza with one or two toppings or Super Combo - 4 drinks <br> - 30 tokens <br> + \$5 Leap Frog Gift Check \$19.99 | BUY 40 TOKENS GET 40 TOKENS FREE <br> Get a total of 80 tokens \$10.00 | - 1 large one topping pizza <br> - 2 regular size soft drinks <br> - 20 tokens <br> \$16.99 | - 1 large pizza with one or two toppings or Super Combo - 4 drinks <br> - 100 tokens <br> + \$5 Leap Frog Gift Check \$29.99 |
| MARKETS: |  |  |  |
| AUGUSTA | COLUMBIA, SC | MEMPHIS | SAN ANTONIO |
| BILOXI-GULFPORT | CORPUS CHRISTI | MILWAUKEE | SAVANNAH |
| BOWLING GREEN | FLINT/SAGINAW | MOBILE/PENSACOLA | SHREVEPORT |
| CEDAR RAPIDS | JACKSON, TN | NASHVILLE | TULSA |
| CLEVELAND | KANSAS CITY | OKLAHOMA CITY | TYLER/LONGVIEW |

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.

## NEWS FLASH!

# Coming Soon... 



The NEW and IMPROVED CEC

Employee
Recognition
Program!!

## That's right!

The new


Service Award
Program will be
rolling into stores


Keep your eyes open!
Your package will be drop
shipped soon!

## Merchandising Info ~

## \$1.29 Vinyl Figures Discontinued

The vinyl figures are now discontinued. Once you have run out of them make the following adjustments to your wall.

## SM Wall:



Replace the Vinyl Figures with the $\$ 1.99$ Snack Bowls
MD Wall


Replace the Vinyl Figures with \$8.99 Cameras. Switch the Photo Frames with Cameras so they alternate.

## LG Wall \& XLG Wall



Replace the Vinyl Figures with $\$ 8.99$ Cameras and add another Candy display. Alternate the bins as seen pictured.


# Be Aware and Help Stop Grime Este Enterado y Ayuda la Parada del Grimen 

## BACKGROUND INFORMATION



We all can reduce the potential for crime at our restaurant by following proper safety guidelines.
It is important to reduce the amount of cash on hand by using drop boxes, time delay safes and approved cash handling procedures. Stress to your Cast Members to be aware of your Guests, ensure clear visiblity of the exterior and keep on eye on the interior of the restaurant. A constant crime awareness will help to keep your restaurant safe and secure.

## INFORIMACION PREVIA

Todos podemos reducir el potencial para el crimen en nuestro restaurante siguiendo las pautas de seguridad apropiadas. Es importante reducir la cantidad de dinero en efectivo que tenemos a mano usando las cajas de depósito, las cajas de seguridad de tiempo retardado y los procedimientos aprobados para el manejo de cinero en efectivo. Enfatice a sus miembros del personal el hecho de estar atentos con los clientes, de asegurarse que el exterior del edificio tenga buena visibilidad y de mantener la vista pendiente en el interior del restaurante. Un estado de atención constante contra el crimen ayudará a que su restaurante este seguro y salvo

## Discussion Points:

- Keep all doors locked during closing procedures. An unlocked back door is a welcome mat inviting robbers inside.
D Don't leave work through the back door.
Be alert when handling cash, do not allow yourself to be distracted.
- Move cars to a well lit area of the parking lot before night falls.
After closing, leave in groups and go straight to your vehicle.
- Keep a watch out for suspicious people or vehicles around the restaurant. Report them to your manager immeciately.
Know when and how to contact police or emergency services. Call 911.
- Do not resist or chase robbers. Cooperate with the robbers' demands - Money can be replaced, your life cannot.

General Security Recommendations
Always test the security system.

- Keep cash in the restaurart to a minimum. Follow all cash handling procedures.
- Visit bank daily and vary the time of your bank visits.
- Keep safe locked at all times.

Make sure all exterior lighting is working property.

- At closing time check restrooms, uncler tables, behind counters and games to ensure no one is left in the restaurant.


## Temas cle clebate:

- Mantenga todas las puertas cerradas con llave clurante los procedimientos de cierre. Una puerta trasera que no está cerrada con lave es un tapete de bienvericha para que los lactrones entren.
- No salga del trabajo a través de la puerta trasera.
- Esté atento cuando maneje dinero en efectivo, no permita que lo distraigan.
- Mueva los automóviles a un área con buena iluminación en el lote del estacionamiento antes de que anochezca.
- Después de cerrar, salga en grupos y vaya directamente a su vehiculo.
- Esté atento si ve gente sospechosa o vehículos dando vueltas cerca del restaurante. Informe inmediatamente a su gerente acerca de los mismos.
- Sepa cuándo y cómo ponerse en comunicaciôn con la policia o los servicios de emergencias. Llame al 911.
- No se resista o persiga a los ladrones. Coopere con las demandas de los ladrones - el dinero puede reemplazarse, pero no su vida.
Recomendaciones Sobre la Seguridad en General
- Siempre pruebe el sistema de seguridad.
- Mantenga una minima cantidad de dinero en efectivo en el restaurante. Siga todos los procedimientos de manejo de dinero en efectivo.
- Visite el banco cliariamente y varie la hora de sus visitas.
- Mantenga la caja de seguridad cerrada con liwe en todo momento.
- Asegúrese de que toda la iluminación en el exterior funcione correctamente.
- En el momento de cerrar, revise los baños, clebajo de las mesas, detrás de los mostradores y los juegos para asegurarse que no quede nadie dentro del restaurante.


# CHUCK E. FOCUS - OCTOBER 2006 ISSUES (FOUR ISSUES - 10/6/06, 10/13/06, 10/20/06, 10/27/06) 

Date of Origin: 2006
Archived: 5-29-12
Submission by Steve
Version 1.0

The documents contained herein are for educational use only. please do not replicate, redistribute, or make any unauthorized printings. A11 intellectual property including characters. artwork, photography, and slogans are trademark and/or copyright their respective owners.

