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## TODAY'S AGENDA

Christine Buhr - Getting Started- How to organize and focus your business to run profitably and meet your targets

Greg Borman and Kyle Allison - See the resultsImportance of the P \& L, how it's useful and tips to use it effectively

## How to Focus your business to get the results you want!

## Christine Buhr November 19, 2015




## What do you mean....You can't read my mind?





| 1-YEAR PLAN | ROCKS | ISSUES LIST |
| :---: | :---: | :---: |
| Future Date: 12/31/16 <br> Revenue: \$1,900,000 | SEE SCORECARD FOR DETAILS | 1. Do we have the right people in the right seats to grow |
| Profit: 17\% <br> Measurables: |  | 2. Is our sales team big enough |
| Goals for the Year: |  | 3. We are in a recession |
| 1. Meet 2016 Budget |  | 4. Are people doing the right jobs |
| 2. Increase AP to \$ 300,000 |  | 5. Are tasks being prioritized |
| 3. Meet \% for total BD Parties |  | 6. Are processes being FBA |
| 4. Meet \% for Groups |  | 7. |
| 5. Processes Documented and FBA |  | 8. |
| 6. Documented Marketing Strategy FBA |  |  |
| 7. Documented sales strategy FBA |  | 10. |

## Our CORE Values

## ORGANIZATION NAME: Shakers Fun Centre

## VISION



## Core oocus

## Purpose/Cause/Passion:

Create a place where everyone feels they belong

Our Niche:
Fun place for all

THE VISION/TRACTION ORGANIZER

## $\mathrm{BHAG}_{10}$ year plan

6 Locations in Western Canada:
2 in Calgary,
2 in Vancouver
Edmonton
Saskatchewan
\$18-\$20 million dollar organization
150+ employees

# ${ }^{\text {THE }}$ Marketing Strategy 

## Target Market/"The List":

1. Families with children age 5 to 18
2. Businesses that host events for their staff
3. Groups that participate in activities together

## Three Uniques:

We are FUN
We offer a variety of things to do
We take care of our customers

## Proven Process:

1. Sales Process
2. Service delivery process

## Thevs 3 Year Picture

Future Date: 12/31/2019
Revenue: $\$ 9$ million
Profit: 25\%

```
Future Date: 12/31/2019
```

Devenue: $\$ 9$ million

Measurables: What does it look like?

3 Centers (2 open all year, 1 opening late 2019 \# of Employees-60 Integrator established at the corporate Centralized Sales Team (5 people)
1 Central Marketing Departmental Head

## 1 Year Plan

## Future Date: 12/31/2016

Revenue: \$ 1.9 million
Profit: 17\%
Goals for the year:

1. Meet 2016 Budget
2. Increase AP to $\$ 300,000$
3. Meet \% for total BD parties
4. Meet \% for Group
5. Processes documented and FBA
6. Documented Marketing Strategy FBA
7. Documented Sales Strategy FBA

## ROCKS

| Name | Rocks |
| :---: | :---: |
| Christine | Rocks are your big goals that need to get accomplished this quarter - end December |
|  | Signage Updates New Logo through Facility <br> Marketing Strategy 2016 <br> Renovations strategy 2016 <br> Traction VTO completed/updtaed for 2016 <br> Let's bowl Purchase Agreement in Place <br> Additional of new Attraction Complete |
| Alex | Rocks are your big goals that need to get accomplished this quarter - end December <br> Sales strategy 2016 complete <br> Event Calender Updated for 2016 <br> Review sales budget and create strategy to achieve goals <br> New sales video Created <br> Infusion Soft Roll out |
| Paul | Rocks are your big goals that need to get accomplished this quarter - end December <br> Implement NEW incentive program <br> Update Process manual <br> Hire and train new manager <br> Research Customer Loyalty program <br> Break profitability into each attraction |

## Issues

## What is going to get in the way of us achieving our goals?

## Potential Issues:

1. Do we have the right people in the right seats to grow?
2. Is our sales team big enough?
3. We are in a recession in Alberta
4. Are tasks being prioritized?
5. Are the processes being followed by all?
6.Marketing objectives slowed by using outside company


## ScoreCard

## Scorecard

| Shakers |  |  | Meeting Date | 12-Oct-15 | 19-Oct-15 | 26-Oct-15 | 2-Nov-15 | 9-Nov-15 | 16-Nov-15 | 23-Nov-15 | 30-Nov-15 | 7-Dec-15 | 14-Dec-15 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Measurables | Who | Week Reported ON- End Day | 5-Oct-15 | 12-Oct-15 | 19-Oct-15 | 26-Oct-15 | 2-Nov-15 | 9-Nov-15 | 16-Nov-15 | 23-Nov-15 | 30-Nov-15 | 7-Dec-15 |
|  | Week Number |  |  | 41 | 42 | 43 | 44 | 45 | 46 | 47 | 48 | 49 | 50 |
| Sales |  |  | Measurable/Target - Weekly |  |  |  |  |  |  |  |  |  |  |
|  | F \& B Sales | Paul | Dollar Amount | \$3,981.45 | \$3,520.39 | \$6,323.92 | \$2,725.55 | \$3,418.06 |  |  |  |  |  |
|  | F \& B Sales as a \% of total Revenue | Paul | 30\% | 15\% | 18\% | 31\% | 19\% | 21\% |  |  |  |  |  |
|  | BD sales what is (we always have a 3 wet | ¢Paul | Fill out based on sales |  |  | \$900.00 |  | \$2,520 |  |  |  |  |  |
|  | BD Sales | Paul | 9307.69/goal | \$2,201.85 | \$3,084.25 | \$2,009.60 | \$1,146.90 | \$3,021.55 |  |  |  |  |  |
|  | Number Of BD Parties | Paul | 36 | 7 | 13 | 9 | 6 | 13 |  |  |  |  |  |
|  | Group Sales | Alex | \$20,169.00 | \$0.00 | \$1,554.35 | \$10,051.76 | \$0.00 | \$1,669.90 |  |  |  |  |  |
|  | Annual Pass Forecast | Christine/Paul | Fill in across week for Nov/Dec | 50 | 50 | 50 | 200 | 200 | 300 | 500 | 500 | 2000 | 2000 |
|  | Annual Pass Goal - 10,000 | Matt | 526 | 25 | 38 | 38 | 250 | 175 |  |  |  |  |  |
| Marketing |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Web Sales | Alex |  | \$759.58 | \$488.00 | \$111.00 | \$0.00 |  |  |  |  |  |  |
| Cost Controls |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Payroll (Front Line) | Paul | 10.00\% | 14\% | 18\% | 12\% | 32\% | 18\% |  |  |  |  |  |
|  | Cost of Sales-Food | Paul | 30\% | 27.69\% | 25.98\% | 27.55\% | 26.60\% | 25.60\% |  |  |  |  |  |
|  | Cost of Sales-Beverage | Paul | 30\% | 27.52\% | 30.18\% | 29.20\% | 28.50\% | 28.39\% |  |  |  |  |  |
| Operations |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | \# of Birthday Party Surveys | Matt | 90\% | 7 | 3 | 0 | 3 | 8 |  |  |  |  |  |
|  | Survey Scores | Matt | 90\% | 100\% | 96.60\% |  | 93.30\% | 62\% |  |  |  |  |  |
|  | Party Host Scores | Matt | 5 | 4 |  | N/A | 4 | 4 |  |  |  |  |  |
| Financial Health |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | Last Years Sales |  |  | \$27,744.00 | \$26,971.40 | \$17,054.46 | \$15,528.41 | \$15,409.35 | \$17,802.96 | \$101,209.36 | \$71,653.41 | \$73,125.94 | \$57,558.67 |
|  | Forcasted Sales | Chistine/Paul | 12014 + 5\% | \$29,131.20 | \$28,358.60 | \$18,441.66 | \$16,915.61 | \$16,796.55 | \$19,190.16 | \$102,596.56 | \$73,040.61 | \$74,513.14 | \$58,945.87 |
|  | Actiual Sales | Paul |  | \$26,543.00 | \$19,485.27 | \$20,353.60 | \$14,345.00 | \$16,447.14 |  |  |  |  |  |
|  | \% based on last year | Paul |  | -4.52\% | -38.42\% | 16.21\% | -8.25\% | 6.31\% |  |  |  |  |  |
|  | Cash Flow | Christine |  | \$158,963.00 | \$146,760.00 | \$143,876.00 | \$140,765.00 | \$140,006.00 |  |  |  |  |  |

## ROCKS 13 week plan

## 4Q 2015 Rocks Rock

CEO


## Level 10 Meeting Agenda

| Segue: How is everyone doing? Personal/Professional Updates? | 5 Min |
| :--- | :--- |
| Scorecard Review | 5 Min |
| Rock Review | 5 Min |
| Customer/Employee Issues | 3 Min |
| Review To-Do-List | 5 Min |
| Identify, Discuss and Solve Issues | 60 Min |
| Conclude | 3 Min |
| Recap To-Do list | 2 Min |
| Rating (1-10) | 2 Min |

## Level 10 Managment Meetings

## Robust, Dynamic, Driven to Excel, Takes Ownership, Gezelligheid

| name | Personal <br> Put myself 1st in regard to my time... Cancelled Qui | Professional |  |  | Expectation |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Christine |  | Got through a ton of |  |  | I want to have a great conversation today... celeb | rward. |  |
| Alex | Able to get to a really good book tape. Good stuff wLaura introduced me to those pod casts... EVERYTHING. Addicted. Feel like If |  |  |  | Would like to solidfy the future events... Push forward with advertising and social media. |  |  |
| Paul | Tough week (put dog down). | Laura introduced me to those pod casts... EVERYTHING. Addicted. Feel like I l |  |  | Need some energy from others today... clarification |  |  |
| Matt | Sister Flew in chili from my mom : ) | Fixed the annual pass sales program... some hiccups but functional. |  |  | Come to terms with testing out some new hours |  |  |
| Arthur | Hung out with my Grandson this weekend... zoo anilnteresting to see the 2 other places... they were jam packed... |  |  |  | Get the marketing and the email thing done... needs to be up and running... |  |  |
| Beth | Celebrated my 35 wedding anniversary | Made it through 13 days of craziness |  |  | We will focus on the truth-do it positively looking at the possibilities. |  |  |
| Name | Rocks | On Track/Off Track | If not Why? | Do you rel | IDS (Identify, Discuss, Solve) Issues List | QUESTIONS AND BACKGROUND INFO |  |
| Christine | Rocks are your big goals that need to get accomplished this quarter - end Sept |  | Create 13 week plan in here |  | addressed at this meeting. Items will be prioritized. Any items not discussed will get moved into the following week. |  |  |
|  | Signage Updates | ON | Completing as required | Continue |  |  |  |
|  | Marketing Strategy | ON | Coordinate with Foundry | Continue | This is to do list this week |  |  |
|  | New Project Design | HOLD | Not sure how to move forward | Continue | Trust What does trust look like... What does it mean to be trustworthy |  |  |
|  | Traction VTO completed | ON |  | Continue | The Cash Box-This is a big deal. We track it... everytime $\$ \$ \$$ goeWith regard to the tracking sheets? Nothing in the box once it |  |  |
|  | Mountain View | On |  |  | IAPPA/FEC JacksonvilleIdeas around Letters to Santa \& Lunch with Santa Halloween? |  |  |
|  | The suite Spot | OFF | Put on hold for now |  | Ideas around Letters to Santa \& Lunch with Santa Halloween? Ideas for food bank promotion Date? |  |  |
|  | To do List | Target Completion | If not Why? | Do you ret | Discuss Xmas buffet |  |  |
|  | To do from last meeting | Date |  |  | Lois Washburn Hirst- FB recognition |  |  |
|  | 1 Marketing Plan Info to Foundry | Done | completed signed contract roll out Nov 1 |  | Gift Cards? |  |  |
|  | 2 Update VM System | 11/1/2015 |  |  | Birthdays | Others are having parties-why not us? |  |
|  | 3 Infusionsoft emails | Done Taking back from Claudette- system in place |  | Hired a ma | Total Sales |  |  |
|  | 4 Break profitability into each attraction | Not Done Move to Paul |  |  |  |  |  |
|  | 5 Groupon Initiatives | 10/15/2015done | Not sure what to do... on the fence |  |  |  |  |
|  | 6 Develop door hanger marketing program |  | Matt to get these out... |  |  |  |  |
|  | 7 Add a contact us page for events, AP page | done in progress | Not sure what to do... on the fence |  |  |  |  |
|  | 8 gift certificate program |  |  |  |  |  |  |  |  |  |
|  | 9 New parties/brochure etc... | In progress | November with Foundry |  |  |  |  |
|  | 0 Coupons good? in system | Done | Get Paul to review |  |  |  |  |
|  | To do for next meeting |  |  |  | Rate the CallChristine |  |  |
|  | 1 Fillout rock on track goals |  |  |  |  |  |  |
|  | 2 What you can do to be on St Augustine Trip |  | Discussion about christmas buffet and food |  | Alex 7.5 |  |  |
|  |  |  | Pricing out seating furniture (off line) |  | Paul |  | 8.5 |
|  | 4 |  |  |  | Matt |  | 8 |
|  | 5 |  |  |  | Arthur |  | 8 |
|  | 6 |  |  |  | Beth |  |  |
|  | 7 |  |  |  |  |  |  |
| Name | Rocks |  | On Track/Off Track | If not Why? | Do you rei | Customer/Employee Highlights |  |  |
| Alex | Rocks are your big goals that need to get accomplished this quarter - end Sept |  |  |  | Customer comments and concerns over the removal of the indoor playground |  |  |
|  | Event Calender for year |  |  | 98\%-Continue |  |  |  |
|  | Review sales budget and create strategy to achieve goalsSales Process |  |  | Continue |  |  |  |
|  |  |  |  | Continue |  |  |  |
|  | Infusion Soft Roll out |  |  | Continue |  |  |  |
|  | To do List | Target Completion If not Why? |  | Do you require help from anyone to accomplish this? |  |  |  |
|  | To do from last meeting | Date |  |  |  |  |  |  |  |  |
|  | 1 Santa Schedule- Events | ON |  |  |  |  |  |
|  | 2 Event Plan | ON | Need presentable format for everyone. |  |  |  |  |
|  | 3 Promotion calender | off |  | BS to send sample |  |  |  |
|  | 4 Food packages finalized | ON | ( |  |  |  |  |  |  |  |
|  | 5 |  |  |  |  |  |  |  |  |  |
|  | 6 |  |  |  |  |  |  |  |  |  |
|  | To do for next meeting |  |  |  |  |  |  |
|  | Fillout rock on track goals <br> What you can do to be on St Augustine Trip |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  | 4 |  |  |  |  |  |  |
|  | 5 |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

## Benefits of using this system?

Accountability - Things are getting done right and on time
Cohesive Team - Everyone is working together and wants everyone on the team to be successful

Wins Every Week - Every Day, because we are focused on improving the same team

Peace of Mind - I know what everyone is doing without micromanaging all the time - they manage themselves

Adapt to market - My chance to keep the business on track and react quickly to problems before they become BIG problems

This whole process is helping my business grow!

## See the Results! How to use your P \& L Effectively.

## Greg Borman Kyle Allison

## November 19, 2015

## Income Statement - Why is it Important? *

- If you want to improve operations, sell your park or refinance to grow - you must have an income statement that easily shows how well the park is doing.
- Without it, how would you know where your trouble areas might be?
- In addition, you will not get the best offer when selling or seeking funding to grow.

Understanding a Company's Profits and Losses from Its Income Statement
The income statement (also known as the profit-and-loss or P\&L statement) details all of the company's revenues and expenses - how much the company receives in sales and how much the company spends to make those sales. After all the additions and subtractions, the final tally tells you whether the company earned a profit or suffered a loss and how much. The income statement contains the fundamental equation for every business: $\quad$ Sales - Expenses $=$ Net Income

## FEC USA

Profit \& Loss Overview

## Arcade <br> Bowling

Bumper Boats
Bumper Cars
Go Karts
Golf-Driving Range
Miniature Golf
Rock Wall
Laser tag Other Revenue

Parties \& Group Sales Rental Income / Buy Outs Other Rev \& Sales Depts.

F\&B SALES
F\&B Other (vending-sponsorships-etc. )
Misc. Revenue
Discounts (promo \& manager )
Total Revenue

Food \& Beverage Costs Attraction Supplies
Parties \& Group Supplies Payroll - Employee Wages Contracted Labor
Repairs \& Maintenance
Utilities - Elec, Gas, Water
Marketing \& Advertising
Rent / Mortgage
Taxes - Property
Insurance
Other Expense Items

January -December Year End
Ex

|  | $\begin{aligned} & \text { Actual } \\ & 2015 \end{aligned}$ | $\begin{gathered} \text { \% of } \\ \text { Total Rev. } \end{gathered}$ |  | $\begin{gathered} \text { Actual } \\ 2014 \end{gathered}$ | \% of Total Rev. |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ | 1,750,000 | 28.8\% | \$ | 1,475,000 | 29.2\% | \$ |
| \$ | 250,000 | 4.1\% | \$ | 199,000 | 3.9\% | \$ |
| \$ | 745,000 | 12.3\% | \$ | 700,000 | 13.9\% | \$ |
| \$ | 128,000 | 2.1\% | \$ | 125,000 | 2.5\% | \$ |
| \$ | 35,000 | 0.6\% | \$ | 50,000 | 1.0\% | \$ |
| \$ | 689,000 | 11.3\% | \$ | 575,250 | 11.4\% | \$ |
| \$ | - | 0.0\% | \$ | - | 0.0\% | \$ |
| \$ | 875,000 | 14.4\% | \$ | 745,000 | 14.8\% | \$ |
| \$ | 75,000 | 1.2\% | \$ | 75,000 | 1.5\% | \$ |
| \$ | 175,000 | 2.9\% | \$ | 115,000 | 2.3\% | \$ |
| \$ | - | 0.0\% | \$ | - | 0.0\% | \$ |
| \$ | 675,000 | 11.1\% | \$ | 635,000 | 12.6\% | \$ |
| \$ | 32,500 | 0.5\% | \$ | 15,000 | 0.3\% | \$ |
| \$ | - | 0.0\% | \$ | - | 0.0\% | \$ |
| \$ | 880,000 | 14.5\% | \$ | 799,000 | 15.8\% | \$ |
| \$ | 115,000 | 1.9\% | \$ | 110,000 | 2.2\% | \$ |
| \$ | - | 0.0\% | \$ | - | 0.0\% | \$ |
| \$ | $(350,000)$ |  | \$ | $(575,000)$ |  | \$ |
| \$ | 6,074,500 | 100.0\% | \$ | 5,043,250 | 100.0\% | \$ |
| \$ | 298,500 | 4.9\% | \$ | 272,700 | 5.4\% | \$ |
| \$ | 394,843 | 6.5\% | \$ | 363,114 | 7.2\% | \$ |
| \$ | 70,750 | 1.2\% | \$ | 97,500 | 1.9\% | \$ |
| \$ | 1,822,350 | 30.0\% | \$ | 1,487,759 | 29.5\% | \$ |
| \$ | 72,000 | 1.2\% | \$ | 35,000 | 0.7\% | \$ |
| \$ | 425,215 | 7.0\% | \$ | 504,325 | 10.0\% | \$ |
| \$ | 607,450 | 10.0\% | \$ | 504,325 | 10.0\% | \$ |
| \$ | 182,235 | 3.0\% | \$ | 191,644 | 3.8\% | \$ |
| \$ | 762,350 | 12.6\% | \$ | 632,928 | 12.6\% | \$ |
| \$ | 242,980 | 4.0\% | \$ | 201,730 | 4.0\% | \$ |
| \$ | 607,450 | 10.0\% | \$ | 504,325 | 10.0\% | \$ |
| \$ | 125,000 | 2.1\% | \$ | 100,000 | 2.0\% | \$ |
| \$ | 5,312,622 | 87.5\% | \$ | 4,622,649 | 91.7\% | \$ |
| \$ | 761,878 | 12.5\% | \$ | 420,601 | 8.3\% | \$ |


| Variance |  |  |
| :---: | :---: | :---: |
| 275,000 | 18.6\% | \$175K in new games |
| 51,000 | 25.6\% | Price increase \& ball reduction |
| 45,000 | 6.4\% | Poor weather early in year helped |
| 3,000 | 2.4\% |  |
| $(15,000)$ | -30.0\% | Difficulty keeping fleet operational |
| 113,750 | 19.8\% | Added 10 new doubles to increase throughput |
| - |  |  |
| 130,000 | 17.4\% | Reduction in discounts +\$50K upgrade |
| - | 0.0\% |  |
| 60,000 | 52.2\% | New arena \& equipment |
| - |  |  |
| 40,000 | 6.3\% | increase price -maxed out on space |
| 17,500 | 116.7\% | had 1 more grad night |
| - |  |  |
| 81,000 | 10.1\% | Added Beer \& wine |
| 5,000 | 4.5\% | vendor sponsorship for using product |
| - |  |  |
| 225,000 | -39.1\% | Eliminated groupons and protected price matrix |
| 1,031,250 | 20.4\% |  |
| 25,800 | 9.5\% | maintained $30 \%$ F\&B cost on increased revenue |
| 31,728 | 8.7\% | even with increased traffic reduce costs through better buying |
| $(26,750)$ | -27.4\% | Varies based on contracted outside needs. |
| 334,591 | 22.5\% | Revenue increase and slight \% increase in labor |
| 37,000 | 105.7\% | Outside landscapers, janitorial , outside security etc. |
| $(79,110)$ | -15.7\% | with new equipment R\&M is reduced the first two years. |
| 103,125 | 20.4\% |  |
| $(9,409)$ | -4.9\% | got away from radio \& cable and focused on digital SEO \& SEM |
| 129,422 | 20.4\% | Percentage rent or refinanced property to reinvest equity into equipment |
| 41,250 | 20.4\% |  |
| 103,125 | 20.4\% | More people on benefits -more incidents with higher volume -etc. |
| 25,000 | 25.0\% | Could be charge backs, pay roll services , banking fees, etc. etc. |
| 689,973 | 14.9\% |  |
| 341,277 | 81.1\% | 12.5 \% margin is not good -we look for a minimum 35\% flow through |

## P\&L Revenue Lines should be detailed for each Profit Center

| General Income | Arcade Income | F\&B Income |
| :---: | :---: | :---: |
| 40000 - Admissions | 42000 - Arcade - Park Owned | 44003 - Birthday - Food \& Beverage |
| 40001 - Admissions - Internet | 42007 - Arcade/Games - Vendor Share | 45002 - Beer/Wine/Alcohol |
| 40002 - Admissions - Season Pass | 42002 - Game Card Revenue | 45003 - Catering |
| 40008 - Gift Certificates - Redeemed | 42003 - Games of Skill | 45007 - F\&B - Franchise |
| 40007 - Gift Certificates - Sold | 42004 - Group and Birthday Tokens | 45004 - F\&B - Tax Exempt |
| 40009 - Unlimited Attraction Pass | 42006 - Merchandiser Games | 45006 - F\&B - Vendor Share |
| Total-General Revenue | 42005 - Redemption Games | 45001 - F\&B Carts |
|  | 42008 - Unlimited Video Games Pass | 45000 - Snack Bar/Restaurant/Beverage |
| Attractions Income | Total - Arcade Revenue | 45005 - Vending Machine - Company Owned |
| 41007 - Batting Cages |  | 43003 - Group - Food \& Beverage |
| 41009 - Buccaneer Cove | Groups/Birthday Income | 43006 - Group - Food \& Beverage - Tax Exempt |
| 41010 - Bumper Boats | 44000 - Birthday - Admissions | Total - Food \& Beverage |
| 41012 - Bumper Cars | 44002 - Birthday - Arcade |  |
| 41029 - Flamethrower | 44001 - Birthday - Attractions | Retail/Other Income |
| 41014 - Golf Courses | 44006 - Birthday - Food \& Beverage | 47000-Cash (Over)/Short |
| 41006 - Grand Prix | 44500 - Fundraisers | 46009 - ATM/Pay Phone/Other Commissions |
| 41030 - Kiddie Big Top | 43000 - Group - Admissions | 46007 - Barter Revenue |
| 41016 - Laser Tag | 43002 - Group - Arcade | 46012 - Discounts \& Allowances |
| 41019 - Rollercoaster | 43001 - Group - Attractions | 46010 - Guest Refunds |
| 41027 - Sidewinder | 43010 - Group - Consignments | 46001 - Lockers |
| 41005 - Slick Racing | Total - Groups/Birthday | 46000 - Merchandise - Park Owned |
| 41021 - The Wall |  | 46005 - Merchandise - Vendor Share |
| 41003 - Top Eliminator Racing |  | 46011 - Misc Income |
| 41002 - Track - Lil Thunder/Tiny Tots |  | 46006 - Other - Vendor Share |
| 41000 - Track - Thunder Road/Sprint |  | 46003 - Other Rentals |
| 41004 - Turbo Trax Racing |  | 46008 - Photo/Kodak Commissions |
| 41018 - VIP Card |  | Total - Retail/Other |
| 41025 - Vertical Accelerator |  |  |
| 41024 - Whirly Bird |  | Total - Park Revenue |
| Total - Attractions Revenue |  |  |
| IAAPA ATTRACTIONS EXPO 2015 | Www.IAAPA.0rg/IAAP | ISExpo |

## On a detailed P\&L always segregate Cost of Goods Sold

- Food and Beverage ( Break out Alcohol sales \& costs as a subset)
- Merchandise Sales (Should never run higher than $35-40 \%$ of Merch. Rev)
- Redemption Prizes (Show rebates as a credit ) If on a card system, separate Merch. Games COGS from Redemption Counter COGS.
- Group Sales / Birthday Sales ( Food portion can be combined with F\&B)
- Weekly inventories are important to effectively monitor and control COGS. You cannot identify theft, pricing issues, and excessive waste, if you are not inventorying weekly.
- McDonalds and most QSRs do daily inventories of at least higher cost items.


## Establish a Series of Line Item Expenses

| Cost Of Sales |
| :--- |
| Cost of Sales - F\&B |
| 53500 - Cost of Sales - Alcohol |
| 53000 - Cost of Sales - Food \& Beverage |
| 53200 - F\&B - Sponsorships/Rebates ( CREDIT ) |
| Total - Cost of Sales - F\&B |
| \% F\&B Revenue |
| Cost of Sales - Arcade |
| 52500 - Cost of Sales - Arcade Merchandiser |
| 52000 - Cost of Sales - Arcade Redemption |
| Total - Cost of Sales - Arcade |
| \% Arcade Revenue |
| Cost of Sales - Groups/Birthday |
| 54000 - Cost of Sales - Groups/Birthday |
| Total - Cost of Sales - Groups/Birthday |
| \% Groups/Birthday Revenue |
| Cost of Sales - Retail/Other |
| 56000 - Cost of Sales - Other |
| 55000 - Retail Merchandise |
| 55200 - Retail Sponsorships/Rebates (CREDIT ) |
| Total - Cost of Sales - Retail/Other |
| \% Retail/Other Income |
| Total - Cost of Sales |
| GROSS PROFIT |


| Gross Profit = Revenue minus Total Cost of Sales |
| :--- |
| Gross Profit \% of Net Revenue |
| Labor Expenses |
| 62004 - Bonuses |
| 61002 - Capital Allocation of Labor |
| 62003 - Health Benefits |
| 61000 - Hourly Wages |
| 62000 - Labor - Gratuity \& Tips |
| 61001 - Overtime Premium |
| 62005 - Payroll Taxes |
| 60000 - Salary Wages |
| 60001 - Vacation Expense |
| Total - Labor |
| Total Labor Expense \% of Net Revenue |

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## Operating Expenses

## Repair \& Maintenance

70014 - R\&M - Batting Cages
70012 - R\&M - Buccaneer Cove
70500 - R\&M - Buildings \& Grounds
70001 - R\&M - Bumper Boats
70502 - R\&M - Equipment Rental
70002 - R\&M - Game Parts
70003 - R\&M - Golf Course
70504 - R\&M - In Park Vehicles
70004 - R\&M - Lasertag
70503 - R\&M - Pools
70005 - R\&M - Rides
70006 - R\&M - Slick
70015 - R\&M - The Wall
70008 - R\&M - Thunder Road/Sprint
70501 - R\&M - Tools \& Equipment
70009 - R\&M - Top Eliminator
70013 - R\&M - Track/Lil Thunder/Tiny Tots
70010 - R\&M - Turbo
70011 - R\&M - Virage/GP
Total - Repair \& Maintenance

## Supplies

71022 - Supplies - Arcade Tokens
71012 - Supplies - Batting Cages
71000 - Supplies - Cleaning \& Janitorial
71001 - Supplies - First Aid
71015 - Supplies - Fuel
71013 - Supplies - Golf Courses
71020 - Supplies - Group/Birthday Equip Rentals
71008 - Supplies - In Park Signage
71002 - Supplies - Landscape
71003 - Supplies - Lifejackets
71018 - Supplies - Locks \& Keys
71005 - Supplies - Office
71017 - Supplies - Oil
71006 - Supplies - Other
71011 - Supplies - POS Maintenance
71024 - Supplies - Playcards
71016 - Supplies - Propane
71021 - Supplies - Redemption Tickets
71014 - Supplies - Small Wares
71010 - Supplies -
Tickets/Maps/Wristbands
71009 - Supplies - Tubes \& Rafts
71007 - Supplies - Water Maintenance
Total-Supplies

## Banking Fees

72000 - Armored Carrier
72001 - Bad Debts
72003 - Bank Charges/CC Processing/ATM Fees
72006 - Cash (Over)/Short
72002 - Chargebacks
72005 - On Line Ticketing Fees
Total - Banking Fees

Human Resource Costs
73002 - Background Checks/Drug Testing
73000 - Hiring Costs
73004 - Meetings \& Seminars
73006 - Relocation Costs
73003 - Team Member Incentives/Awards
73001 - Training - Management
73005 - Uniforms
Total - Human Resource Costs

## Outside Services

75500 - Accounting Fees
75006 - Outside Services - ADP/Payroll Fees
75003 - Outside Services - Alarm Fees
75000 - Outside Services - Entertainment
75004 - Outside Services - Janitorial
75001 - Outside Services - Landscaping
75007 - Outside Services - Mystery Shopper
75008 - Outside Services - Other
75002 - Outside Services - Security
75005 - Outside Services - Temp Help
Total - Outside Services

## Travel

760 - Travel

## 76002 - Auto

76001 - Meals \& Entertainment

```
76000-Travel
```

Total - Travel

## Utilities

77000 - Utilities - Electricity
77001 - Utilities - Gas
77002 - Utilities - Telephone

```
77003 - Utilities - Trash
```

77004 - Utilities - Water
Total - Utilities

Misc Operating Expenses

## 78006 - ASCAP/BMI License Fees

78000 - Contributions \& Donations
78001 - Dues \& Subscriptions
78004 - Leased Equipment
78007 - Leased Storage/Bleacher/Trailer 78008 - Licenses \& Permits
78009 - Licenses \& Royalties
78013 - Misc Expense
78005 - Music Fees
78010 - Postage/Freight/Delivery
78003 - Professional \& Consulting Fees
78011 - Service Maintenance Contracts
78002 - State Safety Inspection Fees
Total - Misc Operating Expenses
Total Operating Expenses

Marketing/Advertising

## Media

## 80003 - Barter Media

80006 - Billboard/Outdoor
80000 - Broadcast TV
80001 - Cable TV
80005 - Direct Mail
80007 - Online
80004 - Print
80002 - Radio
Total - Media

## Non-Media

81004 - Agency Fees
81001 - Barter/Trade
81003 - Brochure Distribution
81008 - Direct Mail Postage/Printing/Lists
81005 - Market Research Fees
81007 - Other Non-Media
81002 - Printing
81000 - Production
81006 - Special Events
Total - Non-Media

Total Marketing/Advertising
\% Net Revenue
Park EBITDARI (EBITDA before Rent and Insurance )
\% Revenue

## Insurance

62001 - Insurance - Premium Workers Comp
74001 - Insurance Premium General Liability
74000 - Insurance Premium Property
74002 - Self Ins \& Claims - General Liability
62002 - Self Ins \& Claims - Workers Comp

## Total - Insurance

\% Net Revenue

## Park EBITDAR -EBITDA before rent

\% Revenue

Occupancy
87004 - CAM Charges
87003 - Lease Valuation Amortization
87006 - Personal Property Tax Expense
87005 - Real Property Tax Expense
87000 - Rent
87002 - Rent Normalization Expense
87001 - Rental Income
Total - Occupancy
\% Net Revenue

## Park EBITDA

\% Net Revenue

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EBITDA : Earnings before interest, taxes, depreciation and amortization: These earnings, often referred to as EBITDA, combine operating income with income from investments.

EBITDA is useful in giving a view to profits before non-cash accounting calculations, such as depreciation and amortization, are deducted. However, EBITDA is not an official number under the Generally Accepted Accounting Principles (GAAP), so it can be manipulated to suit management's goals.

If your exit plan is to sell your park one day, a normal deal structure is based on a multiple of EBITDA. Without owning your land, a 2 to 4 X / Owning land a 4-7X is the norm.

## Make the connection to better food cost

As an industry, we are facing the continuous rise of commodities that adversely affect our businesses. Efficient use of these staples in our restaurants is essential in remaining competitive in the marketplace. This translates into food cost. We can't afford to waste the food we sell either in the inefficiencies of converting raw product into sales - or theft.

## The "Usual Suspects"

When looking into high food cost, we usually investigate the usual suspects:

- Back door security
- Inventory control
- Proper documentation of "waste" (raw and completed)
- Portions and yields

We start with accessibility of the back door. If not controlled, and employees have unlimited access, product can easily be stolen during trash runs, breaks, or - whenever. Effective inventory control involves a systematic approach to counting inventory and ordering properly. Improper counts leads to under or over ordering negatively affecting sales, quality of the product, and inefficient use of inventory. Not documenting raw and completed waste properly misses the mark on effective inventory control. Improper portions and yields again negatively effect either sales if they are too small or profitability if they are too large.

## The Connection

We know that controlling food cost is all about controlling the inventory. We know so much about it, and focus so much on it, we may fail to include the front end of the operation as an accomplice to poor food cost. Handling the sales transaction improperly will negatively effect food cost. Very often we fail to make the connection of poor food cost performance with poor cash management. A cashier or server rings a customer transaction and the food is prepared and served to the customer. It happens hundreds of times a day. The sale is rung and the food is delivered to the table, or to a car in the drive thru, or even to a home or place of work. If the customer received their food and that cash transaction is negated by a void, price reduction, deletion, no sale, refund, coupon, promotion, under ringing, or some kind of manager override - you lost money! Your inventory was negatively impacted (food cost), and, if done fraudulently, the cashier committed theft and you may never know it!

## Cash Components

A cash shortage in the register usually triggers questions. It grabs our attention. Who was operating the register and what happened to cause the shortage? If the shortage is unusual, it may be a ringing error, a fraud perpetrated by a customer, or simply unexplained. However, if the cash components such as those mentioned above are not routinely audited, it may go unnoticed if any of those categories are significantly high. If a cashier is stealing by one of the methods above, it is easily hidden.

## Dig, Drill Down, Explore, Investigate...

Run the reports on your POS system that allows you to assess cash handling. Cash handling includes performance of voids, no sales, average check, refunds, price reductions, etc. Know what acceptable limits are on those categories and investigate those that are abnormal. Look for patterns of abnormal activity, and then drill down by individual cashier. When you discover abnormal or even suspicious activity, incorporate progressive disciplinary measures to change the behavior. If theft is occurring, you will quickly know.

The connection of cash management contributions to poor food cost will be made and interrupted with sound auditing and disciplinary procedures. When future issues crop up with high food cost, you will know to place another "suspect" in the lineup.

## ANDY ALLIGATOR'S FUN PARK

## Appetizer Platter



## ANDY ALLIGATOR'S FUN PARK

Oklahoma Rodeo Burger



ANDY ALLIGATOR'S FUN PARK
Oklahoma Rodeo Burger

| INGREDIENT | Item \# | AMOUNT | UNIT | COST/UNIT | TOTAL COST |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 1/3 Pound Hamburger |  | 1 | Each | \$1.09 | \$1.09 |
| Hamburger Bun |  | 1 | Each | \$0.37 | \$0.37 |
| Onion Rings |  | 2 | Each | \$0.14 | \$0.28 |
| BBQ Sauce | 66005 | 1 | Ounce | \$0.05 | \$0.05 |
| Waffle Fries |  | 5 | Ounce | \$0.08 | \$0.40 |
| Oil |  | 1 | Ounce | \$0.03 | \$0.03 |
| Napkin |  | 2 | Each | \$0.01 | \$0.02 |
| Tray Liner |  | 1 | Each | \$0.02 | \$0.02 |
| Waste (1\%) |  | 1 | Each | \$0.02 | \$0.02 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Recipe Cost | \$2.28 |  |  |  |  |
| Selling Price | \$7.99 |  |  |  |  |
| Cost of Sales \% | 28.54\% |  |  |  |  |
| Profit Margin | \$5.71 |  |  |  |  |

Labor Cost Analysis

|  | Month | August | Year | 2015 |  |  |  | NOTES |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Day | Date | Daily Gross | Labor Hrs | Salary Cost | Daily Staff Cost | Total Labor Cost | Daily Labor \% |  |  |
| Sat | 1 | 13063.53 | 221.08 | 366 | \$1,779.69 | \$2,145.69 | 16.43\% |  |  |
| Sun | 2 | 7536.69 | 152.92 | 366 | \$1,231.01 | \$1,597.01 | 21.19\% |  |  |
| Mon | 3 | 5774.34 | 132.96 | 366 | \$1,070.33 | \$1,436.33 | 24.87\% |  |  |
| Tue | 4 | 4599.87 | 146.82 | 366 | \$1,181.90 | \$1,547.90 | 33.65\% |  |  |
| Wed | 5 | 7091.35 | 128.16 | 366 | \$1,031.69 | \$1,397.69 | 19.71\% |  |  |
| Thur | 6 | 5371.49 | 129.48 | 366 | \$1,042.31 | \$1,408.31 | 26.22\% |  |  |
| Fri | 7 | 6683.48 | 168.34 | 366 | \$1,355.14 | \$1,721.14 | 25.75\% |  | Daily |
|  | Week 1 | 50120.75 | 1079.76 | 2562 | \$8,692.07 | \$11,254.07 | 22.45\% | Ave Wage | Salary Cost |
|  |  |  |  |  |  |  |  | 8.05 | 366 |


| Day | Date | Daily Gross | Labor Hrs | Salary Cost | Daily Staff cost | Total Labor Cost | Daily Labor \% |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Sat | 8 | 28663.22 | 229.65 | 366 | \$1,848.68 | \$2,214.68 | 7.73\% |  |  |
| Sun | 9 | 12525.39 | 154.72 | 366 | \$1,245.50 | \$1,611.50 | 12.87\% |  |  |
| Mon | 10 | 7344.58 | 135.13 | 366 | \$1,087.80 | \$1,453.80 | 19.79\% |  |  |
| Tue | 11 | 3931.53 | 148.41 | 366 | \$1,194.70 | \$1,560.70 | 39.70\% |  |  |
| Wed | 12 | 6773.15 | 125.77 | 366 | \$1,012.45 | \$1,378.45 | 20.35\% |  |  |
| Thur | 13 | 6860.51 | 139.45 | 366 | \$1,122.57 | \$1,488.57 | 21.70\% |  |  |
| Fri | 14 | 7185.40 | 165.73 | 366 | \$1,334.13 | \$1,700.13 | 23.66\% |  | Daily |
|  | Week 2 | 73283.78 | 1098.86 | 2562 | \$8,845.82 | \$11,407.82 | 15.57\% | Ave Wage | Salary Cost |
|  |  |  |  |  |  |  |  | 8.05 | 366 |


| Day | Date | Daily Gross | Labor Hrs | Salary Cost | Daily Staff cost | Total Labor Cost | Daily Labor \% |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Sat | 15 | 14601.82 | 197.22 | 366 | \$1,587.62 | \$1,953.62 | 13.38\% |  |  |
| Sun | 16 | 7445.36 | 142.69 | 366 | \$1,148.65 | \$1,514.65 | 20.34\% |  |  |
| Mon | 17 | 8722.74 | 109.79 | 366 | \$883.81 | \$1,249.81 | 14.33\% |  |  |
| Tue | 18 | 5253.67 | 113.41 | 366 | \$912.95 | \$1,278.95 | 24.34\% |  |  |
| Wed | 19 | 4261.69 | 98.46 | 366 | \$792.60 | \$1,158.60 | 27.19\% | Moore schools back Norman schools back |  |
| Thur | 20 | 1543.48 | 73.38 | 366 | \$590.71 | \$956.71 | 61.98\% |  |  |
| Fri | 21 | 4546.29 | 118.34 | 366 | \$952.64 | \$1,318.64 | 29.00\% |  | Daily |
|  | Week 3 | 46375.05 | 853.29 | 2562 | \$6,868.98 | \$9,430.98 | 20.34\% | Ave Wage | Salary Cost |
|  |  |  |  |  |  |  |  | 8.05 | 366 |


| Day | Date | Daily Gross | Labor Hrs | Salary Cost | Daily Staff Cost | Total Labor Cost | Daily Labor $\%$ |  |
| :---: | :---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: |
| Sat | 22 | 11861.58 | 187.91 | 366 | $\$ 1,512.68$ | $\$ 1,878.68$ | $15.84 \%$ |  |
| Sun | 23 | 5876.70 | 124.87 | 366 | $\$ 1,005.20$ | $\$ 1,371.20$ | $23.33 \%$ |  |
| Mon | 24 | 1289.44 | 73.04 | 366 | $\$ 587.97$ | $\$ 953.97$ | $73.98 \%$ |  |
| Tue | 25 | 720.51 | 77.77 | 366 | $\$ 626.05$ | $\$ 992.05$ | $137.69 \%$ |  |
| Wed | 26 | 1182.27 | 69.92 | 366 | $\$ 562.86$ | $\$ 928.86$ | $78.57 \%$ |  |
| Thur | 27 | 866.23 | 65.02 | 366 | $\$ 523.41$ | $\$ 889.41$ | $102.68 \%$ |  |
| Fri | 28 | 3045.69 | 117.29 | 366 | $\$ 944.18$ | $\$ 1,310.18$ | $43.02 \%$ |  |
|  | Week 4 | $\mathbf{2 4 8 4 2 . 4 2}$ | $\mathbf{7 1 5 . 8 2}$ | $\mathbf{2 5 6 2}$ | $\mathbf{\$ 5 , 7 6 2 . 3 5}$ | $\mathbf{\$ 8 , 3 2 4 . 3 5}$ | $\mathbf{3 3 . 5 1 \%}$ | Ave Wage |
|  |  |  |  |  | Salary Cost |  |  |  |
|  |  |  |  |  |  |  | 8.05 | 366 |


| Day | Date | Daily Gross | Labor Hrs | Salary Cost | Daily Staff cost | Total Labor Cost | Daily Labor \% |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Sat | 29 | 6706.54 | 232.31 | 366 | \$1,870.10 | \$2,236.10 | 33.34\% |  |  |
| Sun | 30 | 7522.71 | 141.53 | 366 | \$1,139.32 | \$1,505.32 | 20.01\% |  |  |
| Mon | 31 | 1398.01 | 78.38 | 0.01 | \$630.96 | \$630.97 | 45.13\% |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  | Week 5 | 15627.26 | 452.22 | 732.01 | \$3,640.37 | \$4,372.38 | 27.98\% | Ave Wage | Daily Salary Cost |
|  |  |  |  |  |  |  |  | 8.05 | 366 |
|  |  | Daily Gross | Labor Hrs | Salary Cost | Daily Staff Cost | Total Labor Cost | Daily Labor \% |  |  |
|  | Period Total | \$210,249.26 | 4,199.95 | \$10,980.01 | \$33,809.60 | \$44,789.61 | 21.30\% |  |  |


| Day | Date | Daily Gross | Labor Hrs | Salary Cost | Daily Staff Cost | Total Labor Cost | Daily Labor $\%$ |  |
| :---: | :---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: |
| Sat | 8 | 28663.22 | 229.65 | 366 | $\$ 1,848.68$ | $\$ 2,214.68$ | $7.73 \%$ |  |
| Sun | 9 | 12525.39 | 154.72 | 366 | $\$ 1,245.50$ | $\$ 1,611.50$ | $12.87 \%$ |  |
| Mon | 10 | 7344.58 | 135.13 | 366 | $\$ 1,087.80$ | $\$ 1,453.80$ | $19.79 \%$ |  |
| Tue | 11 | 3931.53 | 148.41 | 366 | $\$ 1,194.70$ | $\$ 1,560.70$ | $39.70 \%$ |  |
| Wed | 12 | 6773.15 | 125.77 | 366 | $\$ 1,012.45$ | $\$ 1,378.45$ | $20.35 \%$ |  |
| Thur | 13 | 6860.51 | 139.45 | 366 | $\$ 1,122.57$ | $\$ 1,488.57$ | $21.70 \%$ |  |
| Fri | 14 | 7185.40 | 165.73 | 366 | $\$ 1,334.13$ | $\$ 1,700.13$ | $23.66 \%$ |  |
|  | Week $\mathbf{2}$ | 73283.78 | 1098.86 | 2562 | $\$ 8,845.82$ | $\$ 11,407.82$ | $15.57 \%$ | Ave Wage |
|  |  |  |  |  |  |  |  |  |







