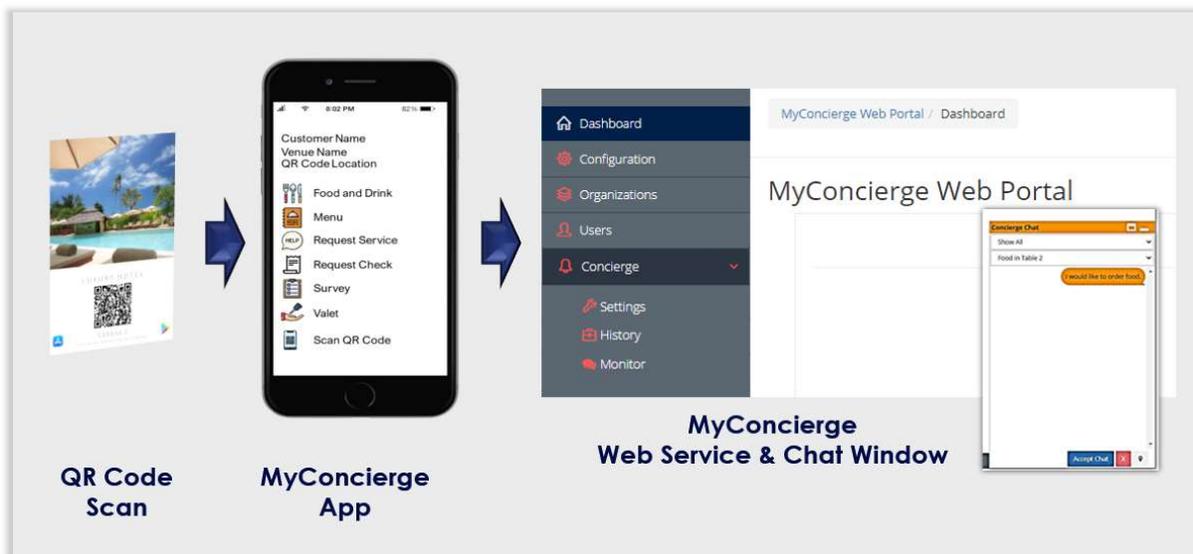


MyConcierge is an innovative approach to customer interaction enabling minimal contact, superior customer responsiveness, and faster needs fulfillment directly to the customer's exact location. Customers no longer need to wait to communicate their requests; responders more efficiently respond from the convenience of the MyConcierge portal on a computer or mobile device. MyConcierge is applicable across a broad spectrum of venues, from vacation resorts, entertainment/sports facilities and convention centers, to assisted living facilities and nursing homes.

MyConcierge enables communication between a customer and a targeted responder using a secure app and web portal. First, the customer's room, table, seat or exact location is identified via a QR code scanned by the customer's smartphone. This connects the MyConcierge app to the organizations' MyConcierge portal and presents a list of service types from which to choose. These can be customized based on the needs of the organization. Menu options might include food and drink, maintenance, valet service, medical attention, or security to name a few. Once selected a notification can be sent automatically to the MyConcierge system or optionally a chat session enabled for secure two-way communication between the customer and responding staff member. Requests are intelligently routed to the correct staff member or members based on type and



originating location. The first to 'accept' the request is then assigned to respond to it and able to communicate directly with the customer via a secure chat session.

Chat sessions can be accepted from a centralized computer station or from a party's phone or tablet. If no one responds within a pre-specified time, an automated alert is sent out; the recipients can include designated responders, supervisors, and managers for example, and the alerts can be delivered via email or SMS text messaging. Additionally, all chat sessions are logged with a date/time stamp and can be reviewed or exported for management review and auditing.

MyConcierge also has a robust monitoring page for viewing open requests. The viewable fields can be sorted or filtered by type of request, status (Accepted or Waiting for Agent), Department, Date, Location, Group, or Customer Name (Asset).

**My Concierge Monitor Page**

Concierge

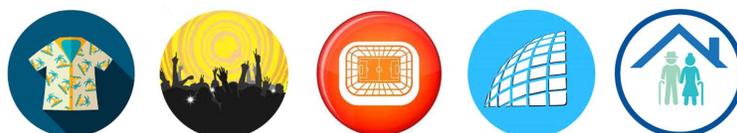
100 records

| Type  | Status            | Department | Date                | Location      | Group            | Asset        |              |
|-------|-------------------|------------|---------------------|---------------|------------------|--------------|--------------|
| Drink | Accepted by Rose  | Food       | 12/03/2020 01:52 PM | Bar Seat 1    | Bistro Délicieux | Mara Brannon | View         |
| Drink | Accepted by Rose  | Food       | 12/03/2020 02:03 PM | Bar Seat 1    | Bistro Délicieux | Mara Brannon | View         |
| Food  | Accepted by Rose  | Food       | 12/03/2020 02:07 PM | Patio Table 2 | Bistro Délicieux | Mara Brannon | View         |
| Food  | Accepted by Rose  | Food       | 12/03/2020 02:18 PM | Patio Table 1 | Bistro Délicieux | Mara Brannon | View         |
| Food  | Accepted by Rose  | Food       | 12/03/2020 02:19 PM | Patio Table 1 | Bistro Délicieux | Mara Brannon | View         |
| Food  | Waiting for Agent | Food       | 12/03/2020 02:24 PM | Table 1       | Bistro Délicieux | Any Customer | Accept Close |
| Help! | Waiting for Agent | Food       | 12/03/2020 02:24 PM | Table 4       | Bistro Délicieux | Mara Brannon | Accept Close |

MyConcierge requires virtually no setup on the part of the organization and minimal training. We provide the MyConcierge web portal and the QR codes for each location. These codes can easily be embedded in your custom branded graphics for printing. There are, additionally, numerous configuration options for messaging, notifications, and alerts. The MyConcierge app can be easily downloaded from the google Play and Apple App stored by your customers and used at any MyConceirge-enabled venue.

MyConcierge provides a broad selection of service types as well. App button or service request options might include food and drink, request the check, valet service, maintenance, medical attention, or security. Poolside patrons could request towels or ice, or clean up if something is spilled. MyConcierge can display menus or maps, or enable a guest to complete a customer survey.

MyConcierge can benefit a variety of environments where customers expect timely service.



**Resort Venues:** Provide enhanced services for poolside cabanas, VIP gatherings, spa services, recreational activities, business conferences.

**Entertainment Venues, Sports Arenas, Casinos:** provide distinctive attention to VIP guests and featured artists.

**Convention Centers:** enable more efficient support of exhibitor needs, setup crews, and special events.

**Assisted Living:** enable patrons to request in room assistance, medical attention, or view menus and event times; help staff to better manage floor needs.

MyConcierge, in summary, provides a virtual solution for improved customer interactions, as well as being easy to implement and monitor.



- **Improved service experience:** customers or guests communicate *what* they want, *when* they want it, to *where* they want it
- **Fewer request errors or omissions:** text record of requests; easy follow up for clarification between requestor and responder
- **Improved service efficiency and speed**
  - Requests can be received without traveling to the customer's location
  - Requests can be acknowledged more quickly thereby increasing customer satisfaction
  - Multiple requests can be handled simultaneously
- **Chat Approach:** wide acceptance, accessible platforms
- **Contactless ordering and service requests:** reduces risk of COVID exposure; improved health order compliance
- **Increased throughput:** more consumer orders, faster fulfillment
- **Affordable, economic, scalable**

