

## **Business Operations Letter**

Copperlocks Grill has a simple goal, "Creating Community Through Food." Growing up in restaurant families collectively we have over 25 years of operating experience. We understand that the customer experience not only revolves around having great food, but equally important is wait time and overall customer service.

Green River Road traffic westbound is the heaviest early in the morning and when we anticipate having the most drive through business all day. The majority of business' in the Promenade Shopping Center are closed in the morning leaving the parking lot empty, especially along the side of where the drive through exits. As currently comprised the drive through lane accommodates 8 cars stacking from the pick-up window, and can easily accommodate several other cars with the overflow trickling into the parking lot avoiding any traffic congestion along Green River Road.

We will be using a Point of Sale management system which allows for tablets to be used by staff in the drive through lanes to speed up operations in ordering as do several other restaurants. During peak hours if necessary we will use the tablets to place orders more quickly and expedite the experience for customers. Additionally most of the drive through traffic in the morning will be the quicker serving menu items such as coffee, bagels and breakfast sandwiches as opposed to the customers eating inside that will order longer cook time items that cannot be easily eaten in a car while commuting to work.

After breakfast we presume the lunch rush will be busy as well. We will be able to again use the tablets to expedite the drive through, however we also anticipate much of the customers coming from the neighboring business offices that will walk to Copperlocks Grill limiting car congestion and helping on-site circulation.

In addition to everything mentioned above it is an unspoken rule that drive through orders take slight precedence over dine in orders all things being equal. This means our staff will be trained to realize that if two orders of the same meal are being prepared, the drive through will be taken care of before the dine-in guest if one meal is prepared more quickly.

The guest experience is of utmost importance and this will include not only while dining inside Copperlocks Grill but also while waiting in the drive through line. We will strive to take any steps necessary to manage the drive through appropriately and make sure on site circulation operates as smoothly as possible.

## Color Renderings

One of the most critical aspects of free standing restaurants within Shopping Centers is their ability to stand out all while fitting in with the design architecture of the existing center. This is apparent all throughout Corona whether it is the Texas Road house Grill, Del Taco, or Mcdonald's in the Mckinley Shopping Center. Similarly the BJ's, Rock and Brews, Chili's, and several other freestanding restaurants in the Crossings Shopping Center all have enough color variation to help stand out from the rest of the Center.

As mentioned before we will be using the same color pallet given to us from the Shopping Center ownership and the neighboring Gas Station in order to make sure we compliment the Shopping Center. While our percentages might differ as far as what they use as a trim color and what we use as a main wall building color, the overall color selection will be the same. Throughout the entire process we have been willing to make sure we use the same color pallet to match the center, but feel the percentages of which color to use should allow for variation.

With all due respect I don't want my Restaurant to look like a 25 year old Shopping Center, and hope that the City can see where I am coming from.