

PVC Customer Service Report

CY 2012



Old Category	Reporting Name	Merchant Zone	Score	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	2012 Average & Totals
Bar	Aviator's Club Smoking Lounge	B-MEZZ	score	88	60	88	92	92	84.0
			int.	0	0	0	1	0	1
	Lounge 5280	B-MEZZ	score	100	79	96	79	100	90.8
			int.	1	1	1	0	1	4
Casual Dining Bar	Cantina Grill	B-MEZZ	score	88	100	92	100	88	93.6
			int.	0	1	1	1	0	3
	Colorado Sports Bar & Grille	B-INNER-W	score	96	88	100	92	88	92.8
			int.	1	0	1	0	0	2
	Denver Chop House & Brewery	A-CENTER-W	score	75	100	92	88	96	90.2
			int.	0	1	1	0	1	3
	Jimmy's Bistro	A-CENTER-W	score	96	100	96	100	84	95.2
			int.	1	1	1	1	0	4
	Lefty's Colorado Trail Grille	A-INNER-E	score	72	96	83	80	88	83.8
			int.	0	0	0	0	0	0
	Lefty's Front Range Grille	C-INNER-E	score	92	92	80	100	92	91.2
			int.	0	0	0	1	0	1
	Lefty's Mile High Bar & Grille	B-INNER-E	score	71	96	92	92	100	90.2
			int.	0	0	1	0	1	2
	Mesa Verde Lounge	A-MEZZ	score	92	0	0	0	0	92.0
			int.	0	0	0	0	0	0
	New Belgium Hub	B-RJF-E	score	100	92	88	92	84	91.2
			int.	1	0	0	0	0	1
	Pour La France	B-CENTER-W	score	96	92	100	100	96	96.8
			int.	1	0	1	1	1	4
Rockbottom Brewery	C-INNER-W	score	96	100	88	96	96	95.2	
		int.	1	1	0	0	1	3	
Smokin' Bear / Timberline / Einstein's	C-CENTER-W	score	91.5	77.5	91.5	98	93.5	90.4	
		int.	0	0	0	0	0	0	
Wolfgang Puck	B-MEZZ	score	88	80	92	88	88	87.2	
		int.	0	0	1	0	0	1	
Food Court	Ben & Jerry's / Caribou Coffee	A-CENTER-E	score	100	91	86	95	91	92.6
			int.	1	0	0	1	0	2
	Domino's Pizza	B-CENTER-E	score	95	100	100	100	91	97.2
			int.	0	1	1	1	0	3
	KFC / Pizza Hut	A-CENTER-E	score	95	100	91	95	95	95.2
			int.	0	1	0	1	0	2
	McDonald's	A-CENTER-E	score	95	82	91	77	95	88.0
			int.	0	0	0	0	0	0
		B-CENTER-E	score	100	86	100	91	91	93.6
			int.	1	0	1	0	0	2

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Food Court	McDonald's	C-CENTER-W	score	95	95	100	86	100	95.2
			int.	0	0	1	0	1	2
	Panda Express	A-CENTER-E	score	100	100	95	82	95	94.4
			int.	1	1	0	0	0	2
	Steak Escape	B-CENTER-E	score	95	91	95	95	100	95.2
			int.	0	0	0	1	1	2
	Tamales by La Casita	C-CENTER-W	score	100	100	91	95	100	97.2
			int.	1	1	0	1	1	4
	TCBY Yogurt	B-CENTER-E	score	94	94	100	100	100	97.6
			int.	0	0	1	1	1	3
		C-CENTER-W	score	82	95	91	100	100	93.6
			int.	0	0	0	1	1	2
Villa Pizza	C-CENTER-W	score	95	86	91	82	100	90.8	
		int.	0	0	0	0	1	1	
Newsstand	Connections Made EZ	B-CENTER-E	score	87	80	93	100	100	92.0
			int.	0	0	0	1	1	2
		B-INNER-E	score	100	95	95	90	89	93.8
			int.	1	1	1	0	0	3
	C-CENTER-W	score	90	95	90	100	90	93.0	
		int.	0	1	0	1	0	2	
	C-INNER-W	score	95	90	90	90	95	92.0	
		int.	1	0	0	0	0	1	
	Connections Newsstand	B-RJF-E	score	95	100	95	100	95	97.0
			int.	1	1	1	1	0	4
	Hudson Group News	A-INNER-E	score	87	93	80	80	80	84.0
			int.	0	0	0	0	0	0
		B-OUTER-E	score	95	90	95	95	100	95.0
			int.	1	0	1	1	1	4
	B-OUTER-W	score	90	95	95	95	100	95.0	
		int.	0	1	1	1	1	4	
	C-INNER-E	score	85	95	90	95	100	93.0	
		int.	0	1	0	1	1	3	
	News Travels	A-CENTER-W	score	95	84	90	95	70	86.8
			int.	1	0	0	1	0	2
News/Magazines/Books/Travel	A-INNER-W	score	80	95	95	90	80	88.0	
		int.	0	1	1	0	0	2	
Newsstand (Peak Concepts)	B-INNER-W	score	95	75	95	85	80	86.0	
		int.	1	0	1	0	0	2	
Peak News & Gifts	A-CENTER-E	score	95	90	75	95	100	91.0	
		int.	1	0	0	1	1	3	

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Newsstand	Peak News & Gifts	C-CENTER-E	score	95	100	95	90	100	96.0
			int.	1	1	1	0	1	4
		B-CENTER-W	score	95	90	100	95	75	91.0
			int.	1	0	1	1	0	3
Quick Serve	Heidi's Brooklyn Deli	B-RJF-E	score	95	100	100	95	95	97.0
			int.	0	1	1	0	0	2
	Itza Wrap! Itza Bowl!	B-CENTER-E	score	100	95	95	95	100	97.0
			int.	1	0	0	0	1	2
	Pizza Hut Express/Haagen Daz	B-OUTER-W	score	100	95	100	95	100	98.0
			int.	1	0	1	0	1	3
	Sara Lee / Colombo Frozen Yogurt	B-OUTER-E	score	100	100	90	100	90	96.0
		int.	1	1	0	1	0	3	
	Schlotzsky's	A-INNER-E	score	90	95	95	95	100	95.0
			int.	0	0	0	0	1	1
	Woody Creek Bakery & Café	C-INNER-E	score	100	95	90	100	95	96.0
			int.	1	0	0	1	0	2
Quick Serve Alcohol	Que Bueno! Mexican Grille	B-OUTER-E	score	95	81	86	95	90	89.4
			int.	0	0	0	1	0	1
	Quizno's	B-OUTER-W	score	100	90	95	95	90	94.0
			int.	1	0	1	1	0	3
	Quizno's / Blue Sky Bar / Lavazza	A-INNER-W	score	95	95	95	85.5	97.5	93.6
			int.	0	0	1	0	1	2
	Woody Creek Bakery & Café	B-MEZZ	score	90	100	95	95	90	94.0
			int.	0	1	1	1	0	3
Snack	Ben & Jerry's	B-MEZZ	score	100	100	94	94	83	94.2
			int.	1	1	0	1	0	3
	Hope's Country Fresh Cookies	A-CENTER-E	score	100	100	100	94	100	98.8
			int.	1	1	1	1	1	5
	Jamba Juice	B-MEZZ	score	89	83	94	94	94	90.8
			int.	0	0	0	1	1	2
	Rocky Mountain Chocolate Factory (East)	B-OUTER-E	score	94	94	100	94	94	95.2
		int.	0	0	1	1	1	3	
	Rocky Mountain Chocolate Factory (West)	B-OUTER-W	score	100	94	100	89	94	95.4
			int.	1	0	1	0	1	3
	Skysnax	C-CENTER-E	score	100	100	94	0	0	98.0
		int.	1	1	0	0	0	2	
	The Candy Shoppe	B-INNER-W	score	100	100	94	94	89	95.4
			int.	1	1	0	1	0	3
Specialty Coffee	Caribou Coffee	C-INNER-W	score	95	86	90	95	95	92.2
			int.	0	0	0	1	0	1

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Specialty Coffee	Caribou Coffee	B-MEZZ	score	90	95	95	90	100	94.0
			int.	0	1	1	0	1	3
	Coffee Beanery/Uno Pizza Express	B-OUTER-E	score	95	86	90	95	95	92.2
			int.	0	0	0	1	0	1
	Dazbog Coffee	C-INNER-E	score	100	95	95	95	100	97.0
			int.	1	1	1	1	1	5
	Rocky Mountain Café	B-OUTER-W	score	100	95	95	100	90	96.0
			int.	1	1	1	1	0	4
Starbuck's (in-line)	B-RJF-E	score	100	0	95	95	100	97.5	
		int.	1	0	1	1	1	4	
Starbuck's (kiosk)	B-RJF-E	score	95	95	0	95	86	92.8	
		int.	0	1	0	1	0	2	
Specialty Retail	Bella - Tugals	B-CENTER-W	score	73	93	100	100	93	91.8
			int.	0	0	1	1	0	2
	Body Shop	C-CENTER-E	score	93	100	0	0	0	96.5
			int.	0	1	0	0	0	1
	Brookstone	B-CENTER-E	score	93	100	100	100	86	95.8
			int.	0	1	1	1	0	3
	Colorado Collection	B-INNER-E	score	100	100	100	93	87	96.0
			int.	1	1	1	0	0	3
	Colorado Crossroads (Gift Shop)	A-INNER-W	score	80	93	87	100	73	86.6
			int.	0	0	0	1	0	1
	Crocs	B-MEZZ	score	100	87	93	100	100	96.0
			int.	1	0	0	1	1	3
	Denver Pizzazz	B-CENTER-W	score	100	80	0	0	0	90.0
			int.	1	0	0	0	0	1
	Earth Spirit	C-CENTER-E	score	93	93	87	0	0	91.0
			int.	0	0	0	0	0	0
	Gifts in Flight	C-CENTER-E	score	80	100	73	100	100	90.6
			int.	0	1	0	1	1	3
		B-INNER-E	score	100	100	93	100	87	96.0
			int.	1	1	0	1	0	3
Greetings from Colorful Colorado	A-CENTER-W	score	86	73	100	100	93	90.4	
		int.	0	0	1	1	0	2	
Harley Davidson	B-MEZZ	score	73	100	100	100	100	94.6	
		int.	0	1	1	1	1	4	
Hudson Booksellers	A-CENTER-E	score	100	60	87	93	87	85.4	
		int.	1	0	0	0	0	1	
	B-CENTER-W	score	100	73	93	67	87	84.0	
		int.	1	0	0	0	0	1	

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Specialty Retail	Hudson Booksellers	C-CENTER-E	score	100	93	100	100	100	98.6
			int.	1	0	1	1	1	4
	In Motion Entertainment	A-CENTER-W	score	100	100	100	100	100	100.0
			int.	1	1	1	1	1	5
		B-CENTER-W	score	100	100	87	93	100	96.0
			int.	1	1	0	0	1	3
	I-Tech retail store	B-MEZZ	score	93	93	100	100	100	97.2
			int.	0	0	1	1	1	3
	Jet Pets	B-MEZZ	score	100	73	87	100	93	90.6
			int.	1	0	0	1	0	2
	Johnston & Murphy	B-CENTER-E	score	87	87	100	100	100	94.8
			int.	0	0	1	1	1	3
	Judith Collection	B-CENTER-W	score	100	86	0	0	0	93.0
			int.	1	0	0	0	0	1
	Kazoo Toys	B-MEZZ	score	93	73	87	100	80	86.6
			int.	0	0	0	1	0	1
	Liberty Duty Free	A-CENTER-W	score	100	60	100	100	100	92.0
			int.	1	0	1	1	1	4
		B-CENTER-E	score	100	93	100	73	87	90.6
			int.	1	0	1	0	0	2
	Mosaic Gallery	B-CENTER-W	score	87	100	100	100	100	97.4
			int.	0	1	1	1	1	4
	Radio Road/Fly Babies	A-CENTER-W	score	60	100	100	93	100	90.6
			int.	0	1	1	0	1	3
	Spirit of the Red Horse	A-CENTER-E	score	71	93	93	87	93	87.4
			int.	0	0	0	0	0	0
		B-CENTER-E	score	100	100	100	100	100	100.0
			int.	1	1	1	1	1	5
Sunglass Hut	B-MEZZ	score	100	100	100	93	87	96.0	
		int.	1	1	1	0	0	3	
Toy Chest	A-INNER-W	score	80	94	91	95	76.5	87.3	
		int.	0	0	0	0	0	0	
Way Out West	C-CENTER-E	score	100	80	93	87	100	92.0	
		int.	1	0	0	0	1	2	