

## **EXHIBIT 8**

### **FOOD AND BEVERAGE/RETAIL OPERATING AND SERVICE STANDARDS MANUAL**

**Section 1 – Cleanliness Standards**

**Section 2 – Premises Standards**

**Section 3 – Storage Space / Delivery Standards**

**Section 4 – Information, Directions & Signs Standards**

**Section 5 – Employee Standards**

**Section 6 – Operational Standards**

#### **Section 1 - Cleanliness Standards**

- 1.1 All Premises shall be kept clean and well-maintained at all times.
- 1.2 All garbage shall be removed from counters and tables within five (5) minutes, following the previous customer's exit.
- 1.3 Carpeting shall be vacuumed or cleaned daily or immediately when soiled.
- 1.4 Entrance doors (if applicable), glass windows and display cases shall be clean and free of smears, smudges, and dirt.
- 1.5 Sales and cashier areas shall be clean and organized.
- 1.6 Tray slides (if present) shall be clean.
- 1.7 Food trays shall be washed regularly (not just wiped down).
- 1.8 Light fixtures and their attachments shall be kept clean and free of dust.
- 1.9 Delivery palettes shall be neatly stacked/organized (while on loading dock or outside the Premises) between deliveries.
- 1.10 All cardboard boxes shall be broken down and placed within the designated cardboard receptacles.
- 1.11 Hallways, elevators and areas around the Premises shall be free of Lessee-generated garbage.
- 1.12 Garbage receptacles shall be emptied regularly to avoid overflow of garbage.
- 1.13 Garbage shall be disposed of by placing accumulated garbage in Lessor-provided garbage compactor(s) and compacted.
- 1.14 Air conditioning, heating registers, and vents shall be clean.

## **Section 2 - Premises Standards**

- 2.1 Floors within the Premises shall be free of garbage, stains, holes, potential trip hazards and shall be clean and well-maintained.
- 2.2 All tables, chairs, booths display cases and fixtures shall be in good condition with no broken pieces, deep scratches or graffiti.
- 2.3 All walls, ceilings, glass surfaces and fixtures shall be free of dust, stains, and well maintained.
- 2.4 All lights shall be in working order and all burned out bulbs shall be replaced within 24 hours.
- 2.5 Shipping materials, packaging, and delivery carts shall be stored out of the public view when not in use.
- 2.6 Cleaning supplies and equipment shall be stored out of public view.
- 2.7 Closet doors shall be kept closed.
- 2.8 Garbage receptacles shall be odor free, kept clean and in good condition, without dents, marks, or peeling paint.
- 2.9 The personal belongings of employees shall not be in public view.
- 2.10 All entrances to F&B/R concession units shall be free from obstruction(s), including concession merchandise any loading and unloading equipment, sales/advertising stanchions, and Lessee-generated garbage.
- 2.11 Lessee-provided air conditioning and heating units shall be maintained in good working order.
- 2.12 Music shall not be played from the RCC F&B/R concession unit.

## **Section 3 - Storage Space / Delivery Standards**

- 3.1 Products and merchandise stocked in Lessee's support space (if applicable) shall not block doors, electrical panels or hinder the fire suppression system.
- 3.2 Lessee shall not erect walls within the storage space (if applicable) to create office space, private storage or additionally secured areas.

## **Section 4 - Information, Directions and Signs Standards**

- 4.1 Store policies pertaining to credit cards, returns/refunds, shall be clearly

displayed.

4.2 Clearly display a toll-free number for customer complaints or customer compliments.

4.3 Hours of operation shall be fully displayed.

4.4 Handwritten and unprofessional signs shall not be used.

4.5 Illuminated signs shall be in proper working condition.

4.6 All signage/postings shall receive Aviation approval prior to installation. All necessary licenses, permits, notices and inspection certificates on the Premises will be clearly displayed.

4.7 All signage/postings shall comply with plans approved by the Aviation Director.

4.8 All necessary licenses, permits, notices and inspection certificates on the Premises shall be clearly displayed.

## **Section 5 - Employee Standards**

### Employees shall:

5.1 Project a friendly and attentive demeanor and have a positive attitude towards customers and fellow employees at all times.

5.2 Provide appropriate attention to customers, purchasing, asking questions, or needing assistance and not gather to chat while on duty.

5.3 Make every effort to satisfy a customer's needs, even when those needs are outside the employee's scope of work.

5.4 Maintain appropriate eye contact and a pleasant tone of voice while conversing with customers and fellow employees.

5.5 Provide each customer with correct change, a receipt, and a "thank you."

5.6 Be well informed, capable of providing directions and knowledgeable about where and how to obtain requested information or service for customers.

5.7 Remain calm when encountering an upset customer, try to calm the customer, listen carefully and show empathy with the customer's problem. When encountering a dissatisfied customer, employees should obtain the facts; state any applicable policy

clearly and politely; and be able to offer a solution or an adequate alternative to the customer. If unable to satisfy the customer or resolve the issue, employees shall direct the customer to the immediate supervisor.

- 5.8 Be trained on how to obtain assistance to resolve customer questions, address language barriers, and respond to medical and operational emergencies.
- 5.9 Refrain from using foul or inappropriate language at all times.

Employees shall not:

- 5.10 Eat, drink or chew gum in the view of customers.
- 5.11 Sleep on duty or in a public area.
- 5.12 Use cell phones and personal music devices while on duty.
- 5.13 Wear sunglasses indoors while on duty, unless medically required and accompanied by a doctor's note.

Additionally, to support employee standards, Lessee shall ensure:

- 5.1 Employees have sufficient cash available immediately upon opening to make change for early morning sales.
- 5.2 All complaints be dealt with promptly and documented appropriately.
- 5.3 Employees wear appropriate uniforms or clothing, which shall be clean and presentable to the public.
- 5.4 Employees wear appropriate types and amounts of jewelry, if applicable.

**Section 6 - Operational Standards**

- 6.1 Employees have sufficient cash available immediately upon opening to make change for early morning sales.
- 6.2 All complaints be dealt with promptly and documented appropriately.
- 6.3 All odor-producing operations, products and equipment must be controlled by wrapping, enclosing, containing or other treating to prohibit the entry of objectionable odors into public spaces. Objectionable odors include odors of machinery, electrical devices, perfumes and perfume products, cleansers, and oils.
- 6.4 All prepackaged food items shall be labeled with an "expiration date." No items shall be offered for sale or remain on shelves after the expiration dates and times.

**Section 6 - Product Standards**

- 6.1 Food service preparation must comply with all applicable regulations, including

those established by the Maricopa County Health Services Department (MCESD).

- 6.2 All food merchandisers and related equipment shall be in good working order maintaining the hot or cool temperature, as necessary, in accordance with MCESD.
- 6.3 Any activities that involve the final preparation of food from raw or partially prepared ingredients, shall be concealed from public view unless otherwise approved by the Landlord and MCESD. Food preparation that is entertaining to watch or commonly accepted as part of a serving operation may be performed in public view with the Landlord's prior approval.
- 6.4 All odor-producing operations, products and equipment must be controlled by venting, wrapping, enclosing, containing or other treating to prohibit the entry of objectionable odors into public spaces. Objectionable odors shall include odors of machinery, electrical devices, food preparation, perfumes and perfume products, cleansers, oils and garbage disposal systems.
- 6.5 All food used for display purposes shall be rotated daily.
- 6.6 All prepackaged food items shall be labeled with an "expiration date." No items shall be offered for sale or remain on shelves after the expiration dates.
- 6.7 Lessee shall make every attempt to ensure all menu items are available.
- 6.8 Hot food shall be delivered hot and cold food shall be delivered cold.