

## Theatre Division - Jay Jung

Something happened to me this month that really drove home a very reassuring quality of our Company.

The Majestic Theater in San Antonio is renovating and updating many parts of their theater and the VIP Suite Lounge is one of these areas.

Our existing service bar and back bar were getting up in age and it was time for a face lift and some new equipment.

As this story goes, we use a specific company called Mann's Manufacturing that builds amazing custom bars and back bars for whatever the location. Spectrum has been using Mann's for at least seven or eight years and we have quite a few pieces of their custom bars in a number of our theaters across the country. David and Dianne Mann are the owners and pretty much the folks that Jason Reed and I deal with as this is a family owned and operated company.

Well, both our new 8 ft. bar and 8 ft. back bar show up in San Antonio on schedule, we get them off the truck, uncrate them and get the pieces upstairs and ready to set into place. As we began to get into place, low and behold, the back bar is too tall, won't fit in the space allotted and this is a big situation. This back bar needed to be custom fitted the dimensions and measurements were all sent in, but somehow something was not fabricated properly. Mind you, these are expensive, custom pieces of equipment that weigh hundreds of pounds, etc. It was not a phone call I looked forward to making to Dianne and David Mann. I sent them an email that evening and told them I would follow up the next day.



Well, 1<sup>st</sup> thing the next morning David Mann is on the phone calling me. I was trying to figure out other solutions or possibilities with our situation and David's words to me were very simple. Jay, I made the mistake, I apologize and I will refabricate a new piece and ship it out within the next 7 day. No questions asked - case closed. This was certainly the news I was waiting to hear. I thanked David again and told him we will be in touch here soon on the ETA for delivery.

Later that morning it dawned on me just how much of a "stand up company Mann Bars really is" and how truly impressive it was to have someone simply just "do the right thing" as David did. It then made me realize this is absolutely NOTHING different than what Spectrum does with our clients, guests and customers as well on a daily basis. We stand behind every single event, functions, tournament, play, concert, etc.... that we do. As a Company when there are things that need to be corrected - it's DONE, and done quickly. No matter the cost, time or difficulty. This was one of the few times that as a customer of Mann Bars a mistake was taken care of for us immediately; no questions asked and that really felt great. There is a lot to be said for companies and individuals that honor their words. Thank you David and Dianne.

As to the rest of us, while we all work very hard not to make mistakes, we all know they do occur. As a Company I know collectively we right our wrongs immediately and quite simply, "just do the right thing" when it comes to our customers, clients and guests. It was nice to be on the receiving end of one of these situations. It is also great to know that we deal with other great companies such as Mann Manufacturing that are just as stand up as we are.

Thanks again David and Dianne.

