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Crowd Mitigation and Customer Service Enhancements for the
Cannabis Dispensary at 982 Main Street, Fishkill, NY

As we anticipate the best ways to navigate the challenges posed by fluctuating customer volumes, I wanted to present several initiatives we have established aimed at enhancing customer experience and streamlining operations and reduce customer time in and out of the store. We expect to have an average transaction time of approximately two to four minutes. To address this effectively, we will implement the following crowd mitigation strategies:

1. **Online Ordering Platform:** Introducing a robust online ordering system will empower customers to browse our products/services remotely and place orders in advance. This proactive approach not only reduces wait times but also enhances convenience and flexibility for our valued and returning customers.
2. **Express Kiosk Stations:** Installing self-service kiosk check-out stations will expedite the product ordering and payment process for customers seeking a quick and seamless transaction experience. This initiative not only enhances operational efficiency but also reduces queues at the traditional check-out counter.
3. **Delivery Services Expansion:** Implementing our delivery services will allow us to reach a broader customer base and provide an alternative to in-store shopping. By optimizing logistics and delivery management systems, we aim to ensure prompt and reliable service delivery to our customers.

In addition to these initiatives, our dedicated staff will be equipped to provide personalized assistance to customers. By engaging one-on-one, our team members will help navigate product choices, locate items efficiently, and expedite purchases. This approach not only enhances the shopping experience but also ensures that each customer's needs are met promptly and satisfactorily.

These combined efforts are designed to alleviate congestion during peak hours and elevate overall customer satisfaction by offering convenient, user-friendly options. By embracing digital transformation and optimizing operational processes, we are committed to meeting the evolving needs of our customers while ensuring a safe and enjoyable shopping experience.