

WINGER BROS.

M A N A G E M E N T , L L C

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Founded in 1993, Wingers is an American diner with 23 restaurants in the western United States. In early March of 2020, our 11 corporate restaurants were already seeing a negative financial impact due to the global pandemic, COVID-19. Our sales declined 55 percent, consequently requiring that we lay off 80 percent of our staff. We were stepping into a fight for survival as we approached a nationwide lockdown with an invisible finish line.

As we stood in line with the hundreds of thousands of other small business owners waiting for our PPP loan, we turned to SIB Fixed Cost Reduction for a helping hand.

Before the pandemic, SIB had already helped us save close to \$43,000 annually by implementing best in class rates and terms for our phone and internet, CO2, music services, bank fees, credit card processing, and insurance. While this was incredibly beneficial to our business in the months prior, we were now forced to face the difficult decision of prioritizing where to allocate our funds, as our revenues took an unplanned downturn.

After explaining to SIB that we were only able to pay our food vendor and the remaining employees during this time, SIB knew exactly how to aid our financial wound. Not only did SIB put a halt to their own invoices to Winger Bros. Management, LLC for a period of time, they conducted a small analysis of our COVID situation at each restaurant. SIB reached out to every GM on an individual basis to discuss their needs and how to temporarily reduce or suspend services in order to assist with additional cash flow.

As a result of reaching out to SIB in a time of need, we were able to have our levels of waste, phone/internet, music, and digital marketing services properly adjusted to fit each restaurant's unique needs during a global pandemic. This allowed us to focus on more pressing matters and worry less about bills coming in the mail. When our restaurants started to see a return to standard revenue streams, all we had to do was call SIB to revert our services to normal levels to support our everyday needs.

We would recommend SIB to any company during normal times, but during these unprecedented times, they were an absolute necessity for us and we're extremely grateful.

Sincerely,



Sara Davis