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COOK-FREEZE SYSTEM AND HOTEL PERFORMANCE IN BENUE STATE, NIGERIA

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Abstract

This study examined the cook-freeze system and hotel performance in Benue State, Nigeria. The study aimed to ascertain the relationship between the cook-freeze system and customer retention. Using the survey research design approach, 152 copies of the questionnaire were distributed to respondents (employees) of ten (10) hotels judgmentally selected from Makurdi, Gboko, and Otukpo metropolitan cities in Benue State. The population of the study is 254 hotel staff. Taro Yamane formula was adopted to determine a sample size of 155. Data were analyzed using descriptive statistics (mean and standard deviation) and inferential statistics (Pearson Correlation) with the aid of Statistical Package for Social Sciences (SPSS), version 23.0. The content validity approach was employed to confirm the validity of the study's instrument, while the instrument's reliability test was conducted using Cronbach's Alpha Coefficient. It was found that the cook-freeze system exerts a positive and significant impact on customer retention. The recommendation therefore follows that hotel managers should set up appropriate food preservation standards/policies that reduce risks of food spoilage, as well as organize periodic training programs for employees on food handling and preservation practices. Also, factors such as excellent service delivery, adherence to regulatory guidelines, adoption of a competitive pricing model, attractive rewards/incentives to loyal customers, etc. should be given strong consideration by Hotel Management.

Keywords: Cook freeze, Customer retention, Performance, Hotel, Nigeria

1.0 Introduction

Today's hospitality industry is becoming increasingly competitive due to customer awareness and frequent changes in taste. One of the key services offered by modern-day hotel establishments is catering service which focuses on providing food options for customers' purchase and consumption.

Interestingly, food plays a central role in our lives, not only providing fuel, nutrients, and sustenance, not merely being central to many of our social interactions, but also feeding into our sense of identity (White, Sharp, Darnton, Downing, Inman, Strange & Garnett, 2009). More interesting is the fact that revenue generated from food services is one of the cardinal income sources that enhance the performance of hotel establishments. Hence, to remain sustainably profitable in business, hotel managers must take the issue of quality food services and proper food preservation practices seriously. This is because customers require quality food in order to remain loyal to the service provider (hotel), and one of the factors that determine the availability of quality food is the adoption of a cook-freeze system of food preservation.

Cook-freeze system is a food production and distribution system that ensures that the shelf life of prepared foods is prolonged through rapid freezing and storage at very low temperatures, and reheated at the time or point of service for consumption. Serving customers prepared and preserved food using the cook-freeze system is a prerequisite for hotel customer retention. In other words, hotel operators, upon provision of satisfactory food services to customers, can enjoy the customers' repeat patronage which is what customer retention is all about. Every hotel offering food services is desirous of retaining customers who patronize its restaurant department. Even newly acquired guests will return if they are satisfied with the services received and if they identify the hotel as a special place. These guests, according to Neto, Filho, and Cabral (2009), become an effective source of positive word-of-mouth, spreading the word about the hotel and its qualities.

If customers are not satisfied, business volumes will suffer and failure will be the inevitable result. The food menu therefore must be designed to appeal to its target audience (Omozuwa, 2008). However, one of the major challenges faced by food service managers in hotel establishments is how best to preserve cooked foods. Food preservation involves different food processing steps to maintain food quality at a desired level so that maximum benefits and nutrition values can be achieved (Sadat, et al., 2017). Raw food materials purchased by hotels face the danger of damage, resulting in loss to the organization, if not preserved at a proper temperature for a time period. Food items are highly perishable and tangible which require careful handling.

Even though extant literature has identified the cook-freeze system as a common method of food preservation in hotels, the relationship between the cook-freeze system and customer retention (as a measure of hotel performance) has not been given considerable research attention, especially in Nigeria. Many previous studies focused on food preservation techniques and how they affect various hotel performance indices (Wayne & Walter, 2018; Mbanza, Muhoza, & Mbabazi, 2020; Abdulkadir, Nura, Kamaluddeen & Ahmad, 2021; Chan, 2022). However, none of these studies specifically used cook-freeze as their food preservation technique, while customer retention was not employed as a performance proxy in any of the studies. It therefore becomes pertinent to examine the effect of the cook-freeze system on performance (customer retention) in selected hotels in Benue State, Nigeria.

1.1 Objective of the study

The specific objective of this study is to:

1. Examine the extent to which the cook-freeze system impacts customer retention in selected hotels in Benue State, Nigeria.

1.2 Research question

1. To what extent does the cook-freeze system impact customer retention in selected hotels in Benue State, Nigeria?

1.3 Hypotheses

H01: Cook-freeze system has no significant impact on customer retention in selected hotels in Benue State, Nigeria.

1.4 Scope of the study

The scope of this study includes ten (10) hotel establishments selected from Makurdi, Gboko, and Otukpo in Benue State, Nigeria (see Appendix 1). The variables of interest (content scope) are the cook-freeze system (independent variable) and customer retention (dependent variable). The hotels were judgmentally selected based on ranking (star rating) and accessibility (proximity). Employees of the selected hotels constitute the unit of analysis.

2.0 Review of related literature

2.1 Conceptual review

2.1.1 Cook-freeze system

Cook-freeze is a specialized food production and distribution system for prolonging the life of prepared and cooked food by rapid freezing, storage at very low temperatures, and regenerating (reheating) at the time of service (Hayter, 1992). The catering department of hotels can store frozen for several weeks, rather than a few days, food can be bought in season when it is at its best and relatively inexpensive. Freezing food at temperatures ranging from minus 10oC to minus 80oC for long-term storage is much common technique at the commercial scale (in hotels) as well as at homes. Under freezing conditions, microbes generally do not survive, and if any already existing microbe survive, it will not multiply. Hence, for hoteliers to take advantage of the cook-freeze system, some recipes need to be altered. Generally, precooked frozen food can be stored for up to eight weeks without any significant loss of nutrients or eating quality. Other foods can be satisfactorily stored for longer periods. According to Haines (2016), some of the advantages of freezing prepared foods include the fact that you can prepare food at your convenience, you can avoid waste by freezing leftovers, and you can save time by doubling or tripling recipes and freezing the extra food.

2.1.2 Concept of hotel performance

According to Munuve and Yakubu (2018), performance can be defined in terms of effectiveness and efficiency or examined through the perspectives presented in different frameworks, such as the balanced scorecard (financial, customer, internal process, and learning and growth) or Performance Prism comprising stakeholder satisfaction, strategies, processes, capabilities, and stakeholder contribution. Performance may relate to actual results or outputs of certain activities, how the activity is carried out, or the potential for the activities. The performance of hotel businesses focuses more on the provision of excellent service in response to customer

needs and satisfaction which eventually results in enhanced sales. According to Kotler (2010), firms that operate according to the marketing concept create profits through customer satisfaction. The performance index of interest in this study is customer retention.

2.1.3 Customer retention

One of the ways to ascertain whether an organization is performing well or not is to critically examine the organization's customer retention rate. Customer retention is the customer's obligation to continue to do business and deal with a particular company on an ongoing basis (Hansemark & Albinsson, 2004), while according to Aina, Ndalnamu, and Tijani (2023), customer retention has to do with procedures used by businesses to keep clients by offering them goods and services that make their lives better. Galetto (2015) argues that customer retention is advantageous as it is a quick way to increase revenue and it is often faster and more effective to retain a customer as it is seven times less than acquiring a new customer. Hotel owners and administrators are becoming more aware that it is more cost-effective to make sure customers never get on the exit path to competitors in the first place and are implementing retention strategies. If a business cannot satisfy customers efficiently and proficiently against its competitor(s), it can lose its market share. Strategies that can help a retailer retain its customers by recruiting employees who have experience in particular fields to gain customer loyalty; avoiding transactional marketing but rather fostering customer relationships and also foster mutual trust; using a proactive approach to customer service by implementing anticipatory service that can help eliminate problems before they occur; as well as using social media platforms to build relationships (Galetto, 2015). In hotel establishments, serving customers/guests with quality foods, prepared through proper preservation methods, adds to service excellence that can lead to customer satisfaction and retention. Jere and Mukupa (2018) in their study on customer satisfaction and loyalty drivers found that improving customer satisfaction greatly contributes to customer retention and customer loyalty as well as customer's willingness to pay, and positive reviews for a particular brand led to customer satisfaction and retention.

2.2 Theoretical review

2.2.1 Customer service theory

The customer service theory was propounded by Czepiel in 1974. The theory emphasizes the recognition and fulfillment of the needs and expectations of consumers (Lyimo & Kimambo, 2021). Customer service theory advocates that an institution's failure to recognize the core demands of customer service may result in negative outcomes. The proponents of customer satisfaction philosophy argued that an organization needed to be completely committed to regularly achieving high rates of consumer loyalty (Tam, 2004). Therefore, the leadership of hotel establishments ought to be completely engaged in the fulfillment of customers' desires, including selling properly-preserved foods, if at all it expects positive business outcomes (customer retention and increased sales). The theory shows that creating a corporate culture of customer service contributes to the success of the business in a competitive environment. Inextricably connected to customer service

quality and ultimate profitability are customer satisfaction and loyalty. Hotels wishing to leverage consumer relationships and consumer relations must ensure that customer guidance and customer relationship orientation are part of their policies, structure, culture, information systems, and management of human resources. Most hotel proprietors want to have a modified understanding of customer service, marketing, and marketing perspectives in order to build a competitive advantage in customer relationships. According to Parvatiyar and Sheth (1994), a shift from transaction marketing to marketing relationships is strongly advocated so as to maintain good business relationships with customers.

2.3 Empirical review

Chan (2022) studied food waste in the hospitality industry, with particular emphasis on how food waste mitigation affects customers' intention to visit. One hundred and sixteen (106) respondents were surveyed and asked if they agreed with the importance of hotels implementing changes to reduce food waste produced in four distinct aspects, including changing food service style, reducing portion size, providing employee training, and implementing food waste management. Findings of the study indicate that there is a significant effect of changing food service style, providing employee training, and implementing food waste management in the brand attitude. However, results suggest no significant effect of reducing portion size on brand attitude. The results also show a strong positive correlation between brand attitude and customer visit intention.

Guzik, Szymkowiak, Kulawik, and Zaja (2022) investigated consumer attitudes towards food preservation methods. The aim of the study was to evaluate the perception of seven different food processing methods. Additionally, the study included the possibility of influencing consumer attitudes by using alternative names for preservation methods, on the example of microwave treatment. The results showed that conventional heat treatments were the most preferred preservation methods, whereas preservatives, irradiation, radio waves, and microwaves were the least favored, suggesting that consumers dislike methods connected with "waves" to a similar extent as their dislike for preservatives. The analysis of alternative names for microwave treatment showed that "dielectric heating" was significantly better perceived. The research findings are important as the basis for understanding consumer attitudes.

Abdulkadir, Nura, Kamaluddeen, and Ahmad (2021) carried out a study on the challenges of food storage and preservation in restaurants in Katsina metropolis, Katsina State, Nigeria. The study examined the challenges of food storage and preservation in restaurants. Primary and secondary sources of data were adopted as a method for the data collection; the data collected were analyzed using descriptive statistics. The study found that most restaurants in the study area conduct inventory checks on a daily basis, to stock up on required materials and gather understanding on which items are being used. In addition, restaurants keep a regulated check to ensure minimum possible preparations on certain items that need to be prepared in excess. It was also found that fresh foods purchased have a reported 5.8-fold greater food waste compared to frozen

food purchases in most restaurants in Katsina. The study concluded that Katsina restaurants do not recognize the need to have a scientific approach for the treatment of their surpluses and mitigation of the same.

Amer and Raja's (2020) study focused on satisfaction and revisited intentions at fast food restaurants. Data were collected through a questionnaire survey from 433 customers of fast-food restaurants through convenience sampling. The results confirmed the positive association of food quality, restaurant service quality, physical environment quality, and customer satisfaction with revisit intentions of customers at fast food restaurants. The study emphasized the importance of revisiting intention as a vital behavioral reaction in fast-food restaurants. Findings reveal revisit intention's positive association with food quality, restaurant service quality, physical environment quality, and customer satisfaction.

Mbanza, Muhoza, and Mbabazi (2020) sought to assess the contribution of food quality management to the growth of the food service industry in Rwanda, the case of Lemigo Hotel. The study focused on identifying the procedures of food quality management, assessing the contribution of food quality management to the growth of the hotel, and finding out the challenges of food quality management and the measures to be taken. By descriptive research design, questionnaires were distributed to 62 participants. The analysis of the data was done through descriptive statistics. The study concluded that the hotel provides some appropriate procedures which are used to maintain the food quality like purchasing the quality of raw food, receiving, storing, and issuing the raw food items appropriately, and using the right way of cooking method. Furthermore, food quality management contributes to the growth of Lemigo. In other words, providing quality food increases the overall quality, the sales, and the competitive edge of the hotel.

Wayne and Walter (2018) demonstrated that the relationship between food preservation and reducing consumer waste is of value in developing sustainable meal options. The study employed consumer survey methodologies to indicate how preservation can change meal planning and lower food waste across frozen fresh and ambient food purchases using freezing preservation methods. The results showed that food waste can be reduced by six-fold when frozen foods are compared with fresh foods. The study highlighted the requirement for a greater understanding of the probability that specific foods will be wasted with respect to the frequency of purchase.

Kuhn, Benetti, dos Anjos, and Limberger (2018) examined food services and customer loyalty in the hospitality industry. The researchers argued that understanding the needs and expectations of customers is a major competitive tool. The objective of the study was to verify the predictive power of food service quality elements on customer loyalty intentions. The research is exploratory with a quantitative approach applied to a hotel in Balneário Camboriú. Hence, multiple regression analysis was employed to find that service brigade; management; menu; ancillary services; and physical features, did not prove to be significant to loyalty. The most significant construct was the service brigade, a finding consistent with studies that show that employee training is vital to increasing the level of customer satisfaction and loyalty.

3.0 Methodology

3.1 Research design

This study adopted a survey research design approach. Structured copies of the questionnaire, designed in Likert scale format, were used to obtain field information from respondents (employees of the hotels under study).

3.2 Population and sampling

The population for the study is 254 staff of ten (10) selected registered hotels drawn from Makurdi, Gboko, and Otukpo in the Benue metropolis (see Appendix 1). However, the sample size was computed using the Taro Yamane formula as follows;

The formula states thus:

$$n = \frac{N}{1+ N(e)^2}$$

Where:

n = sample size sought

N = population of the study which is 254

e = margin of error and in this case, e = 5%

1 = constant

Therefore;

$$n = \frac{N}{1+N(e)^2}$$

$$n = \frac{254}{1 + 1.635}$$

$$n = 155$$

3.3 Validity and reliability of research instrument

The content validity approach was used for the validity of the research instrument (questionnaire). In other words, a draft copy of the questionnaire was submitted to two senior lecturers and research experts in the Department of Hospitality and Tourism Management in a tertiary institution who made corrections and suggestions. The corrections were subsequently effected on the instrument by the researcher in line with the objectives of the study. On the other hand, the reliability of the instrument was established using Cronbach's Alpha Coefficient. Cronbach's Alpha Coefficient of 0.70 and above is widely considered desirable (Keith, 2018).

3.4 Data analysis technique

Statistical Package for Social Sciences (SPSS), version 23.0, was employed in analyzing the data collated for the study. Specifically, descriptive statistics (mean and standard deviation) were employed in analyzing data collected from respondents, while inferential statistics (correlation technique) was employed in testing the study's hypothesis at 5% level of significance.

4.0 Results and discussion

4.1 Distribution and Return of Questionnaires

Out of 155 copies of the questionnaire issued to respondents (employees of ten selected hotels – see Appendix 1), 152 (representing 98%) were returned and considered valid for further analysis, while only 3 copies (representing 2%) were not returned.

4.2 Descriptive statistics

An average response (mean) of 2.5 has been adopted as a decision point based on the following rating of the responses from respondents: SA - Strongly agree (4.0), A - Agree (3.0), D - Disagree (2.0), and SD - Strongly disagree (1.0). The descriptive statistics (mean and standard deviation) are

computed in Appendix 2 and analyzed in Tables 4.1 and 4.2 below.

Table 4.1: Descriptive statistics on cook freeze system

S/N	Statement	SA	A	D	SD	Total No	Mean	Std Dev
1	Cook freeze food preservation method is adopted in the hotel's catering unit.	92 (60.5)	48 (31.6)	10 (6.6)	2 (1.3)	152 (100)	3.51	0.68
2	The hotel has modern facilities for cook freeze system.	54 (35.5)	63 (41.4)	19 (12.5)	16 (10.5)	152 (100)	3.02	0.95
3	Cook freeze system is a good technique to enhance food quality.	51 (33.6)	63 (41.4)	32 (21.1)	6 (3.9)	152 (100)	3.05	0.84
4	Cook freeze food preservation system helps in reducing the amount of food wastages in the hotel.	76 (50.0)	55 (36.2)	14 (9.2)	7 (4.6)	152 (100)	3.32	0.83
5	Cook freeze system helps hotels to avoid stock out situation.	71 (46.7)	59 (38.8)	16 (10.5)	6 (3.9)	152 (100)	3.28	0.81
	Grand Mean						**3.24**	

Sources: Field Survey (2023); **Note:** Figures in parenthesis are percentages

Table 4.1 above shows descriptive statistics on the cook-freeze system in the ten selected hotels. With grand mean response of 3.24, it can be concluded that: cook freeze food preservation method is adopted in the hotel's catering unit; the hotel has modern facilities for cook freeze system; Cook freeze system is a good technique to enhance food quality; cook freeze food preservation system helps in reducing the amount of food wastages in the hotel; cook freeze system helps hotels to avoid stock out situation.

Table 4.2: Descriptive statistics on customer retention

S/N	Statement	SA	A	D	SD	Total No	Mean	Std Dev
6	The hotel's first-time customers are given extra care and attention to ensure they revisit.	52 (34.2)	56 (36.8)	27 (17.8)	17 (11.2)	152 (100)	2.94	0.98
7	Customers prefer to patronize hotels that cook and serve quality foods.	65 (42.8)	41 (27.0)	28 (18.4)	18 (11.8)	152 (100)	3.01	1.05

8	Cook freeze food preservation system is vital for preparation and sale of quality foods that guarantee customers' repeat revit.	59 (38.8)	31 (20.4)	40 (26.3)	22 (14.5)	152 (100)	2.84	1.10
9	The customer retention strategy (loyalty scheme) of the hotel is adequate.	26 (17.1)	30 (19.7)	42 (27.6)	54 (35.5)	152 (100)	2.18	1.10
10	Customers are willing to recommend the hotel to others for use of effective preservation methods in preparing quality foods.	57 (37.5)	44 (28.9)	24 (15.8)	27 (17.8)	152 (100)	2.86	1.11
	Grand Mean						**2.77**	

Sources: Field Survey (2023); **Note:** Figures in parenthesis are percentages

Table 4.2 above shows descriptive statistics on customer retention as a performance index in the selected hotels. With grand mean response of 2.77, it can be concluded that: The hotel's first-time customers are given extra care and attention to ensure they revisit; Customers prefer to patronize hotels that cook and serve quality foods; Cook freeze food preservation system is vital for preparation and sale of quality foods that guarantee customers' repeat revit; Customers are willing to recommend the hotel to others for use of effective preservation methods in preparing quality foods. Only item nine (9) showed mean response below 2.5, implying that respondents disagree to the notion that the customer retention strategy (loyalty scheme) of the hotels under study is adequate.

4.3 Empirical results

With the aid of Statistical Package for Social Sciences (SPSS), version 23.0, the following empirical results have been generated.

4.3.1 Reliability test

Cronbach Alpha Coefficient (α) is commonly used to conduct reliability test when the questionnaire contains likert-scale questions. The study's Cronbach's Alpha coefficient is as presented below.

Table 4.3: Reliability statistics

Cronbach's Alpha	N of Items
.927	10

Source: SPSS Output (Appendix 2)

Table 4.3 above shows the Cronbach Alpha Coefficient result of 92.7%. It can therefore be concluded that responses obtained from the ten (10) likert-scale questions in the study's questionnaire (see Tables 4.1 and 4.2) are reliable for further analysis.

4.3.2 Test of hypotheses

H_0: Cook-freeze system has no significant impact on customer retention in selected hotels in Benue State Nigeria.

Table 4.4: **Correlation between cook-freeze system and customer retention**

Correlations

		Cook Freeze	Customer Retention
Cook Freeze System	Pearson Correlation	1	.899**
	Sig. (2-tailed)		.000
	N	152	152
Customer Retention	Pearson Correlation	.899**	1
	Sig. (2-tailed)	.000	
	N	152	152

**. Correlation is significant at the 0.01 level (2-tailed).

Source: SPSS Output (Appendix 2)

Table 4.4 above shows the Pearson Correlation result (bivariate analysis) for the cook-freeze food preservation system and customer retention in the hotels under study. Pearson Correlation value of .899 shows that there is an 89.9% correlation between the cook freeze system and customer retention, while the probability value of 0.000 implies that there is a positive and significant relationship between the cook freeze system and customer retention in the study hotels.

4.4 Decision/Conclusion

Since the probability value of 0.000 is less than 0.05 we reject the null hypothesis (H0) and conclude that the cook-freeze system has a significant impact on customer retention in selected hotels in Benue State Nigeria.

4.5 Discussion of findings

From the study's empirical results, it could be deduced that the cook-freeze system has a significant and positive impact on customer retention rate in selected hotels in Benue State, Nigeria. In other words, the use of a cook freeze system as a food preservation method in hotels enhances customer retention rate up to 89.9%. In other words, apart from the hotels' food preservation technique (cook freeze system), other factors that affect customer retention constitute only 10.1%; these factors include, but are not limited to, the selling price of foods (affordability factor), staff attitude (service excellence), quality of food, incentive schemes, and regulatory activities of government agencies. This study's empirical result is in conformity with the findings of Chan (2022) who established a strong positive correlation between food service style (brand attitude) and customer visit intention. Similarly, Kuhn, Benetti, dos Anjos, and Limberger (2018) found a relationship between food services and customer loyalty in the hospitality industry. The study's finding aligns with customer service theory which advocates that an institution's failure in recognizing the core demands of customer service may result in negative outcomes. This implies that hotels' consistent commitment to

food quality management via effective food preservation methods will engender customer patronage and loyalty. According to Tam (2004), the proponents of customer satisfaction philosophy posit that organizations should be completely committed to regularly achieving high rates of consumer loyalty.

5.0 Conclusion and recommendations

Customers of hotel establishments, just like every other rational consumer, wish to get value for monies spent on restaurant menus. In fact, customers' revisit intention (loyalty) will likely depend on the satisfaction gotten from the hotels' food services over time. This study examined the extent to which a cook-freeze food preservation system affects hotel customers' retention. The study concludes that the cook-freeze system exerts a positive and significant impact on customer retention. The empirical results show that the hotels under study adopt appropriate food preservation techniques to maintain high food quality; these techniques include purchasing the right quality of raw food items and adopting proper storage/preservation methods, particularly the cook-freeze system. Unarguably, food quality management (through a cook-freeze preservation system) can lead to the growth of hotel establishments since providing quality food increases customer loyalty and patronage, as well as sales volume and profitability. The study recommends that the selected hotels under study should set up appropriate food preservation standards/policies that reduce risks of food spoilage, as well as organize periodic training programs for employees on food handling and preservation practices. Also, factors such as excellent service delivery, adherence to regulatory guidelines, adoption of a competitive pricing model, attractive rewards/ incentives to loyal customers, etc. should be given strong consideration by Hotel Management.

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APPENDIX 1: List of Study Hotel Establishments

S/N	Name of Hotel	No. of Staff	Location	Star Rating
1	Benue Hotels and Resort	40	Makurdi	****
2	Kimbis International Hotel	40	Makurdi	****
3	Benue Metropolitan Hotel	40	Makurdi	****
4	Doo Palace Hotel	40	Makurdi	****
5	Hampton Mews Luxury Hotel	20	Makurdi	****
6	Old Barn Hotel	20	Gboko	***
7	Peace Lodge	15	Gboko	***
8	Grande Royal Suites	15	Gboko	***
9	Double K Resort	15	Otukpo	***
10	Ambassador Suites & Resort	9	Otukpo	***
	Total	**254**		

Source: Researcher's compilation from the Personnel Department of the hotels

APPENDIX 2: SPSS Descriptive and Reliability Statistics

Case Processing Summary

		N	%
Cases	Valid	152	100.0
	Excluded[a]	0	.0

	Total	152	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.927	10

Item Statistics

	Mean	Std. Deviation	N
Q1	3.5132	.68074	152
Q2	3.0197	.95231	152
Q3	3.0461	.84052	152
Q4	3.3158	.82527	152
Q5	3.2829	.80904	152
Q6	2.9408	.98488	152
Q7	3.0066	1.04531	152
Q8	2.8355	1.10054	152
Q9	2.1842	1.10040	152
Q10	2.8618	1.11015	152