



**SMITTY'S CANADA INC.**  
 #500, 501 – 18<sup>TH</sup> AVENUE SW  
 CALGARY, ALBERTA, CANADA T2S 0C7  
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**BULLETIN #134/21**

DATE: September 2, 2021  
 TO: All Franchisees and Corporate Managers  
 FROM: Jason Kaytor, Vice President Operations  
 RE: Weekly Skip Report – Skip the Dishes

Hello Everyone,

Shout out to our top performers this week. Brandon Highland back at the top with a 10.0!

Smitty's (Highland Ave.)	Brandon	10
Smitty's (Preston Ave. S)	Saskatoon	9.8
Smitty's (44th St.)	Lloydminster	9.7
Smitty's Family Restaurant Comox (Comox Ave.)	Comox	9.7
Smitty's (Albert St. N)	Regina	9.6
Smitty's (E Hills Blvd. SE)	Calgary	9.6

Corporate Average of 8.64 this week, well done!

Top tips for delivery and takeout

1. This upcoming long weekend can be very busy for delivery and takeout. Make sure to review and adjust your prep times as required. Note: Usually the Thursday night prior to the long weekend and the Monday of the long weekend are busier than normal.
2. As you are training your teams for the new core menu, now is a good time to refresh them on delivery and takeout standards to keep your negative guest feedback to a minimum and continue to provide the best Smittys experience possible.
3. Packing dressings and sauces in ramekins and placing that sealed ramekin within the container of the item it is intended to be used for is a great way to improve the food quality during travel and ensures that the guest receives all the appropriate sauces for their dish.

Yours truly,

SMITTY'S CANADA INC.

Jason Kaytor  
 Vice President, Operations

Restaurant Name	City	Completed Orders	Customer Rejected Orders	Restaurant Rejected Orders	Positive Reviews	Negative Reviews	Food Subtotal	AOV	Order Push Avg Min	Resto Hold Avg	Resto Time	Skip Score
Smitty's (Highland Ave.)	Brandon	47	0	0	9	1	\$1,394.76	\$29.68	3.29	1.97	0.37	10
Smitty's (Preston Ave. S)	Saskatoon	82	0	0	16	8	\$2,780.02	\$33.90		2.69	0.2	9.8
Smitty's (44th St.)	Lloydminster	53	0	0	7	0	\$1,858.19	\$35.06	1.75	1.89	0.18	9.7
Smitty's Family Restaurant Comox (Comox Ave)	Comox	19	0	0	3	1	\$598.85	\$31.52		1.44	0.29	9.7
Smitty's (Albert St. N)	Regina	126	0	0	20	2	\$4,479.82	\$35.55	8.23	2.15	0.39	9.6
Smitty's (E Hills Blvd. SE)	Calgary	75	1	0	18	1	\$2,958.35	\$39.44	6	2.8	0.43	9.6
Smitty's (Main St. N)	Moose Jaw	42	0	0	6	2	\$1,439.79	\$34.28		2	0.37	9.5
Smitty's (McCarthy Blvd. N)	Regina	49	0	0	10	0	\$1,626.35	\$33.19	1.2	1.62	0.28	9.5
Smitty's (18th St.)	Brandon	94	0	0	15	0	\$3,272.20	\$34.81	4.29	2.73	0.39	9.4
Smitty's (Henderson Hwy.)	Winnipeg	328	3	0	36	14	\$10,929.68	\$33.32	3	2.5	0.5	9.2
Smitty's (Kenaston Blvd.)	Winnipeg	135	0	0	26	1	\$4,363.73	\$32.32	3.24	3.62	0.42	9.1
Smitty's (Manning Crossing)	Edmonton	170	0	0	26	5	\$5,747.56	\$33.81	3.2	2.72	0.41	9.1
Smitty's (Princess St.)	Kingston	76	0	0	20	2	\$2,552.41	\$33.58	3	3	0.22	9.1
Smitty's (McPhillips St.)	Winnipeg	158	4	1	26	14	\$5,388.69	\$34.11	3.17	4.28	0.44	9
Smitty's (37th St. SW)	Calgary	25	0	0	1	3	\$804.45	\$32.18	4.57	3.99	0.8	8.9
Smitty's (2835 Pembina Hwy.)	Winnipeg	201	0	0	27	7	\$6,399.49	\$31.84	4.73	3.77	0.35	8.9
Smitty's (Primrose Dr.)	Saskatoon	31	0	0	5	0	\$910.85	\$29.38		2.01	0.23	8.9
Smitty's (St James St.)	Winnipeg	315	3	1	49	12	\$11,737.12	\$37.26	7.83	3.62	0.25	8.9
Smitty's (Aquitania Blvd. W)	Lethbridge	111	0	0	18	4	\$3,819.89	\$34.41	9.19	3.07	0.27	8.8
Smitty's (Meadowood Dr.)	Winnipeg	139	2	0	18	10	\$4,667.91	\$33.58	3.37	3.32	0.42	8.7
Smitty's (50th Ave.)	Leduc	48	1	0	9	2	\$1,660.09	\$34.59	3.25	2.97	0.26	8.6
Smitty's (580 Pembina Hwy.)	Winnipeg	138	0	2	19	6	\$4,528.45	\$32.81	3.21	4.95	0.51	8.6
Smitty's (Stony Plain Rd. NW)	Edmonton	57	0	0	7	4	\$1,895.11	\$33.25	2	1.21	0.45	8.6
Smitty's (Regent Ave. W)	Winnipeg	154	1	0	24	7	\$5,552.97	\$36.06	3.13	4.16	0.58	8.5
Smitty's (Strathmoor Dr.)	Sherwood Park	28	1	0	3	3	\$803.97	\$28.71	7.5	3.74	0.58	8.5
Smitty's (135 Ave. NW)	Edmonton	75	2	0	18	5	\$2,568.32	\$34.24	3	2.35	0.63	8.3
Smitty's (Westwood Dr.)	Winnipeg	65	0	0	11	0	\$2,517.83	\$38.74	3.86	4.39	0.43	8.3
Smitty's (48th Ave.)	Camrose	39	0	0	8	2	\$1,188.82	\$30.48	3	1.53	0.25	8.2
Smitty's (9640 Macleod Trl.)	Calgary	16	2	1	2	1	\$532.18	\$33.26	2.5	2.4	0.45	8
Smitty's (Park Rd. W)	Steinbach	64	0	0	8	1	\$2,223.32	\$34.74	1	2.18	0.78	8
Smitty's (66th St. NW)	Edmonton	44	0	0	5	1	\$1,529.96	\$34.77	2.85	3.62	0.86	7.8
Smitty's (Rowan St.)	St. John's	24	0	0	4	1	\$714.60	\$29.78	2.2	5.17	0.57	7.8
Smitty's (Tenth St.)	Nanaimo	88	1	0	9	7	\$2,829.32	\$32.15	6.62	2.21	0.73	7.7
Smitty's (Island Hwy.)	Nanaimo	119	1	0	15	11	\$4,180.86	\$35.13	5.68	3.21	0.39	7.6
Smitty's (Leva Ave.)	Penhold	3	0	0	1	0	\$66.54	\$22.18		2.27	0.2	7.6
Smitty's (114th Ave. NW)	Edmonton	33	0	0	8	2	\$1,116.08	\$33.82	1.5	2	0.58	7.3
Smitty's (Nelson Dr.)	Spruce Grove	58	0	0	5	3	\$2,058.20	\$35.49	4.24	2.45	0.43	6.8
Smitty's (Gibson Dr.)	Mount Pearl	35	0	0	2	3	\$985.38	\$28.15	1.71	4.03	0.76	6.7



## Spring 2022 Service Visits

Street Address	City	Prov
#7 - 441 Alder Avenue	100 Mile House	BC
1747 Comox Avenue	Comox	BC
1417 Cranbrook St. North	Cranbrook	BC
2001 Highway 3 West	Fernie	BC
2170 Harvey Ave	Kelowna	BC
8906 Main Street	Osoyoos	BC
3426 3rd Avenue	Port Alberni	BC
2306 Beacon Avenue	Sidney	BC
#30, 185 East Hills Boulevard SE	Calgary	AB
9640 Macleod Trail South	Calgary	AB
7, 1200 - 37 Street SW	Calgary	AB
6115 - 48th Avenue NW	Camrose	AB
28-312 5 Avenue W	Cochrane	AB
400 Manning Crossing, 137th Avenue & Manning Freeway	Edmonton	AB
211, 2331-66th Street	Edmonton	AB
9402-135th Avenue NW	Edmonton	AB
18320 Stony Plain Road	Edmonton	AB
Unit 146, 111 Avenue & Groat Road	Edmonton	AB
4216-2nd Avenue	Edson	AB
4944 - 53rd Avenue	High Prairie	AB
1515 - 13th Avenue S.E.	High River	AB
445 Gregg Avenue, HWY 16 West	Hinton	AB
109 Miette Avenue	Jasper	AB
4003 - 51 Avenue	Killam	AB
5004-50th Avenue	Leduc	AB
2053 Mayor Magrath Drive South	Lethbridge	AB
#10, 10 Aquitania Boulevard	Lethbridge	AB
5612-44th Street	Lloydminster	AB
TransCanada Highway and Morley Road (Exit 131)	Morley	AB
18, 4513 - 52nd Avenue	Olds	AB
Peace Valley Inns, 9609 - 101 Street	Peace River	AB
102-135 Leva Avenue	Red Deer County	AB
4919 43rd Street	Rycroft	AB
26 Strathmoor Drive	Sherwood Park	AB
18 Westgrove Drive	Spruce Grove	AB
5556 - 50th Avenue	St. Paul	AB
4633 - 59th Street	Stettler	AB
5750-46th Avenue	Taber	AB
1001 Hwy 16 Bypass	North Battleford	SK
#20, 2995 2nd Avenue West	Prince Albert	SK

105 Begg Street East	Swift Current	SK
1629 Kenaston Boulevard	Winnipeg	MB
1017 St. James Street	Winnipeg	MB
307 Grand Avenue West	Chatham	ON
2376 Princess Street	Kingston	ON
370 Kent Street West	Lindsay	ON
139 George Street North	Peterborough	ON
110 Main Street	Sussex	NB
272 B Prince Street	Sydney	NS