



SMITTY'S CANADA INC.
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BULLETIN #136/21

DATE: September 9, 2021
 TO: All Franchisees and Corporate Managers
 FROM: Jason Kaytor, Vice President Operations
 RE: Weekly Skip Report – Skip the Dishes

Hello Everyone,

Congratulations to our top performers this week!

Smitty's (18th St.)	Brandon	9.8
Smitty's (Highland Ave.)	Brandon	9.8
Smitty's Family Restaurant Comox (Comox Ave.)	Comox	9.8
Smitty's (44th St.)	Lloydminster	9.7
Smitty's (E Hills Blvd. SE)	Calgary	9.7

Company average of 8.6 this week

Top Delivery and takeout tips

If you drill down on some of the metrics being measured by Skip the dishes this week you will note the following

1. Order Push- this number is really starting to increase as of late. This is the average time each location increases the prep time when accepting an order. If you set your prep times longer going into what you are expecting to be bigger revenue periods and do not have to increase the prep time manually when accepting an order you can reduce negative feedback related to how long an order takes to arrive. The ordering platform gives an estimate based on your set prep time and average time you are taking to produce orders then adds travel time based on google maps traffic patterns and that is what your delivery customer sees as the estimated delivery time.
2. Resto Hold- this number is also starting to increase as of late... this is the average number of minutes that a driver has to wait at your location after the original prep time has come and gone. Again by increasing your prep time going into busier revenue periods you will reduce the courier hold time and therefore more accurately tell your guests when to expect an order before they order. As well Skip will penalize you with additional fees if more than 10% of your orders in 4 consecutive weeks have courier holds so make sure to set your prep times more accurately.

- Positive to negative review ratio- As we have said in the past, if you can keep your number of negative reviews below 30% of the number of positive reviews it helps to keep your score from dropping. The number 1 negative review is missing items and often these are beverages so focus your team on making sure that all items are included with every order, however you can also increase your number of positive reviews by writing a personalized message on the bag, including a complimentary item with a not encouraging a thumbs up review. We all know that guests will be more likely to leave a negative review than a positive review so encouraging them to leave the positive when they have a good experience always helps your positive to negative ratio

Yours truly,

SMITTY'S CANADA INC.

Jason Kaytor
Vice President, Operations

Restaurant Name	City	Completed	Customer	Restaurant	Positive Rev	Negative Rev	Food Subtotal	AOV	Order Push A	Resto Hold A	Resto Time T	Skip Score	Restaurant Name	City	Completed Order	Customer Reject	Restaurant Revo	Positive Reviews	Negative Reviews
Smitty's (18th St.)	Brandon	105	0	0	24	1	\$3,395.75	\$32.34	4.62	2.1	0.3	9.8	Smitty's (18th St.)	Brandon	292	-47.6	-46	-84.4	-102.9
Smitty's (Highland Ave.)	Brandon	37	0	0	8	0	\$1,152.24	\$31.34	-2	2.66	0.43	9.8	Smitty's (Highland Ave.)	Brandon	-10.8	-17.4	-24	-30.8	-37.2
Smitty's Family Restaurant Comox (Comox Ave)	Comox	20	0	1	1	1	\$588.77	\$29.44		2.33	0.25	9.8	Smitty's Family Restaurant	Comox	-6.5	-10.2	-13.9	-17.6	-21.3
Smitty's (44th St.)	Lloydminster	62	1	1	7	0	\$1,896.56	\$30.59	1.7	2.13	0.17	9.7	Smitty's (44th St.)	Lloydminster	-21.2	-33	-45	-56.6	-68.4
Smitty's (E Hills Blvd. SE)	Calgary	70	0	0	19	3	\$2,608.06	\$37.26	4.84	2.81	0.41	9.7	Smitty's (E Hills Blvd. SE)	Calgary	-16.1	-27.6	-39	-50.6	-62.1
Smitty's (Main St. N)	Moose Jaw	54	1	0	8	0	\$1,730.85	\$32.05		3.67	0.25	9.6	Smitty's (Main St. N)	Moose Jaw	-17.7	-27.8	-37.9	-48	-58.1
Smitty's (Albert St. N)	Regina	105	0	0	20	2	\$3,611.21	\$34.89	9.03	3.3	0.37	9.5	Smitty's (Albert St. N)	Regina	-30.4	-49	-67.6	-86.2	-104.8
Smitty's (McCarthy Blvd. N)	Regina	60	0	0	9	5	\$1,848.86	\$30.81	5	1.99	0.46	9.5	Smitty's (McCarthy Blvd. N)	Regina	-15.5	-25.6	-35.7	-45.8	-55.9
Smitty's (Preston Ave. St.)	Saskatoon	50	1	0	6	0	\$1,355.11	\$27.10		2.67	0.18	9.5	Smitty's (Preston Ave. St.)	Saskatoon	-17.1	-26.6	-36.1	-45.6	-55.1
Smitty's (Kenaston Blvd.)	Winnipeg	146	0	0	20	3	\$4,957.81	\$33.96	2.89	4.02	0.35	9.2	Smitty's (Kenaston Blvd.)	Winnipeg	-46	-72.6	-99.2	-125.8	-152.4
Smitty's (Manning Crossing)	Edmonton	162	1	0	32	7	\$5,775.64	\$35.65	3.4	2.78	0.4	9.2	Smitty's (Manning Crossing)	Edmonton	-43.3	-71.2	-99	-127	-154.9
Smitty's (St James St.)	Winnipeg	258	1	0	49	9	\$9,163.57	\$35.52	4.5	3.39	0.29	9.2	Smitty's (St James St.)	Winnipeg	-71.6	-116.6	-161.6	-206.6	-251.6
Smitty's (Henderson Hwy.)	Winnipeg	338	6	0	49	6	\$11,043.01	\$32.67	2.98	3.44	0.5	9.1	Smitty's (Henderson Hwy.)	Winnipeg	-106.5	-168.6	-230.7	-292.8	-354.9
Smitty's (Primrose Dr.)	Saskatoon	32	0	0	5	1	\$1,107.37	\$34.61	1	3.77	0.23	9.1	Smitty's (Primrose Dr.)	Saskatoon	-9.5	-15.2	-21	-28.6	-32.3
Smitty's (Princess St.)	Kingston	84	0	0	14	3	\$2,723.61	\$32.42		2.76	0.28	9.1	Smitty's (Princess St.)	Kingston	-24.2	-39	-54	-68.8	-83.4
Smitty's (2835 Pembina Hwy.)	Winnipeg	194	0	1	31	9	\$6,609.52	\$34.07	4.25	4.59	0.4	8.9	Smitty's (2835 Pembina Hwy.)	Winnipeg	-54.7	-88.6	-122.5	-156.4	-190.3
Smitty's (Aquitania Blvd. W)	Lehrbridge	120	1	0	20	2	\$3,592.84	\$29.94	8.46	3.39	0.31	8.9	Smitty's (Aquitania Blvd. W)	Lehrbridge	-36.5	-58.2	-80	-101.6	-123.3
Smitty's (Westwood Dr.)	Winnipeg	70	0	1	9	3	\$2,446.01	\$34.94	3.15	3.51	0.4	8.9	Smitty's (Westwood Dr.)	Winnipeg	-20.9	-33.4	-45.9	-58.4	-70.9
Smitty's (Regent Ave. W)	Winnipeg	206	5	0	22	7	\$7,151.87	\$34.72	4.38	5.3	0.53	8.6	Smitty's (Regent Ave. W)	Winnipeg	-66.3	-104.4	-142.5	-180.6	-218.7
Smitty's (50th Ave.)	Leduc	88	0	0	12	2	\$2,930.19	\$33.30	2.45	1.81	0.57	8.5	Smitty's (50th Ave.)	Leduc	-27.8	-43.6	-59.6	-75.6	-91.6
Smitty's (66th St. NW)	Edmonton	39	0	0	7	0	\$1,278.84	\$32.79	2.57	2.68	0.69	8.5	Smitty's (66th St. NW)	Edmonton	-12.1	-19.2	-26.3	-33.4	-40.5
Smitty's (McPhillips St.)	Winnipeg	115	1	2	18	4	\$4,226.82	\$36.75	2.5	4.11	0.33	8.5	Smitty's (McPhillips St.)	Winnipeg	-33.5	-54	-74.5	-95	-115.5
Smitty's (48th Ave.)	Camrose	42	0	0	5	1	\$1,329.04	\$31.64	2.5	1.84	0.47	8.4	Smitty's (48th Ave.)	Camrose	-13.5	-21.2	-28.9	-36.6	-44.3
Smitty's (Meadowood Dr.)	Winnipeg	118	0	0	10	8	\$4,065.52	\$34.45	4.79	3.28	0.5	8.4	Smitty's (Meadowood Dr.)	Winnipeg	-35.8	-56.8	-77.8	-98.8	-119.8
Smitty's (37th St. SW)	Calgary	22	0	0	1	1	\$711.80	\$32.35	6.25	3.28	1.4	8.2	Smitty's (37th St. SW)	Calgary	-7.5	-11.6	-15.7	-19.8	-23.9
Smitty's (135 Ave. NW)	Edmonton	61	0	0	14	1	\$2,148.14	\$35.22	3.82	3.28	0.59	8.1	Smitty's (135 Ave. NW)	Edmonton	-16.6	-27.2	-37.8	-48.4	-59
Smitty's (9640 Macleod Trl.)	Calgary	3	0	3	1	0	\$12.20	\$37.40		2.99	0.74	8.1	Smitty's (9640 Macleod Trl.)	Calgary	-0.1	-0.6	-1	-1.6	-2.1
Smitty's (Park Rd. W)	Blumenort	56	0	1	8	2	\$2,215.92	\$39.57		2.71	0.28	8.1	Smitty's (Park Rd. W)	Blumenort	-16.6	-26.6	-36.6	-46.6	-56.6
Smitty's (580 Pembina Hwy.)	Winnipeg	109	0	0	21	4	\$3,579.55	\$32.84	2.48	3.48	0.51	7.9	Smitty's (580 Pembina Hwy.)	Winnipeg	-29.9	-48.8	-67.7	-86.6	-105.5
Smitty's (Stony Plain Rd. NW)	Edmonton	37	0	0	9	3	\$1,200.66	\$32.45		0.85	0.47	7.9	Smitty's (Stony Plain Rd. NW)	Edmonton	-7.9	-13.8	-19.7	-25.6	-31.5
Smitty's (Strathmoor Dr.)	Sherwood Park	20	0	0	6	0	\$751.62	\$37.58		2.47	0.41	7.8	Smitty's (Strathmoor Dr.)	Sherwood Park	-5	-8.4	-11.8	-15.2	-18.6
Smitty's (Rowan St.)	St. John's	36	0	0	4	3	\$1,065.43	\$29.60	1.77	3.63	0.62	7.7	Smitty's (Rowan St.)	St. John's	-10	-16.2	-22.4	-28.6	-34.8
Smitty's (Tenth St.)	Nanaimo	98	0	0	16	4	\$3,589.86	\$36.43	6.69	1.76	0.68	7.7	Smitty's (Tenth St.)	Nanaimo	-28	-45.2	-62.4	-79.6	-96.8
Smitty's (Leisa Ave.)	Perthold	6	0	0	3	0	\$153.72	\$51.52		0.78	0.22	7.6	Smitty's (Leisa Ave.)	Perthold	-0.9	-1.8	-2.7	-3.6	-4.5
Smitty's (Island Hwy.)	Nanaimo	120	0	0	17	8	\$4,213.23	\$55.11	3.85	4.02	0.47	7.4	Smitty's (Island Hwy.)	Nanaimo	-33.1	-53.8	-74.5	-95.2	-115.9
Smitty's (114th Ave. NW)	Edmonton	42	0	0	12	1	\$1,341.02	\$31.93	2.3	1.85	0.53	7.1	Smitty's (114th Ave. NW)	Edmonton	-10	-17	-24	-31	-38
Smitty's (Gibson Dr.)	Mount Pearl	40	0	0	4	6	\$1,394.48	\$34.86	2.91	3.29	0.49	6.7	Smitty's (Gibson Dr.)	Mount Pearl	-9.2	-15.6	-22	-28.4	-34.8
Smitty's (Nelson Dr.)	Spruce Grove	60	0	0	5	1	\$1,844.34	\$30.74	1.71	4.24	0.36	6.7	Smitty's (Nelson Dr.)	Spruce Grove	-20.7	-32	-43.3	-54.6	-65.9