



SMITTY'S CANADA INC.

#500, 501 – 18TH AVENUE SW
CALGARY, ALBERTA, CANADA T2S 0C7
TEL: (403) 229-3838 FAX: (844) 274-4056 www.smittys.ca

BULLETIN #109/21

DATE: June 30, 2021
TO: All Franchisees and Corporate Managers
FROM: Jason Kaytor
RE: **Weekly Skip Reporting – Week of June 21st**

Hello everyone,

Congrats to our top 5 this week!

Princess St.	Kingston	9.9
Highland Ave.	Brandon	9.8
2835 Pembina Hwy.	Winnipeg	9.7
E Hills Blvd. SE	Calgary	9.7
St James St.	Winnipeg	9.7

Company average is 9.04 this week.

Top delivery and take-out tips:

1. Summer heat often means increased delivery volume, especially later in the evening as the daytime heat starts to break. Make sure your team is ready and your prep times are adjusted on the tablets so you can keep those courier hold time and confirmation times down.
2. We have seen an increase in missing items across the system in the last couple of weeks. It's a good time to review expo packaging of take-out and delivery orders as you welcome team members back to work. Making sure to check off the receipt as you package items into the bags and attach the till receipt to the bag for reference. Take-out and delivery beverages are supposed to print on the kitchen bills to make this easier, if you are a non-squirrel location you should consider this in your operation, as it is often the cold beverages that are being missed.
3. xDine integration with the 2 major delivery platforms helps to reduce the restaurant confirmation time and eliminates the need for a server to ring the order into your POS system. Smittys Canada supports the integration with Squirrel locations. If you are not integrated, please reach out and get into the queue to get integrated.

Please do not hesitate to contact me directly should you have any questions or concerns at jkaytor@smittys.ca or 403-930-8741.

Yours truly,
SMITTY'S CANADA INC.

Jason Kaytor

Jason Kaytor
Vice President of Operations

Restaurant Name	City	Customer Restaurant			Positive Reviews	Negative Reviews	Food Subtotal	AOV	Order Push Avg Min	Resto Hold Avg	Resto Time To Accept	Skip Score
		Completed Orders	Rejected Orders	Rejected Orders								
Princess St.	Kingston	116	2	0	23	2	\$3,900.01	\$33.62		2.43	0.21	9.9
Highland Ave.	Brandon	41	0	0	4	2	\$1,237.44	\$30.18		1.93	0.19	9.8
2835 Pembina Hwy.	Winnipeg	294	0	0	41	5	\$8,969.52	\$30.51	2.38	2.44	0.32	9.7
E Hills Blvd. SE	Calgary	48	0	0	9	2	\$1,864.10	\$38.84	3	1.91	0.52	9.7
St James St.	Winnipeg	358	1	0	66	13	\$12,384.96	\$34.59	2.38	1.86	0.27	9.7
18th St.	Brandon	93	0	0	13	2	\$3,316.67	\$35.66	4.11	1.53	0.25	9.6
37th St. SW	Calgary	57	0	0	14	2	\$1,678.54	\$29.45	4.85	1.82	0.68	9.6
44th St.	Lloydminster	56	0	0	9	1	\$1,702.41	\$30.40	2.65	2.29	0.16	9.6
580 Pembina Hwy.	Winnipeg	224	3	1	46	5	\$7,681.25	\$34.29	3.7	2.57	0.54	9.6
George St. N	Peterborough	29	0	0	6	0	\$861.64	\$29.71		2.82	0.22	9.6
McPhillips St.	Winnipeg	250	1	0	46	7	\$8,395.95	\$33.58	2.09	2.28	0.3	9.6
48th Ave.	Camrose	46	0	0	12	4	\$1,795.19	\$39.03	2.2	1.55	0.31	9.5
114th Ave. NW	Edmonton	86	4	0	8	3	\$2,871.22	\$33.39	3.35	2.25	0.67	9.5
Henderson Hwy.	Winnipeg	367	1	0	56	4	\$12,537.94	\$34.16	2.49	1.85	0.49	9.5
Meadowood Dr.	Winnipeg	235	0	0	39	5	\$7,792.14	\$33.16	4.6	3.02	0.34	9.5
9640 Macleod Trl.	Calgary	25	0	0	0	0	\$837.25	\$33.49	6	1.76	0.41	9.4
Albert St. N	Regina	116	1	0	21	6	\$3,730.17	\$32.16	4.27	1.84	0.28	9.4
Aquitania Blvd. W	Lethbridge	102	1	0	19	1	\$3,205.83	\$31.43	8.43	2.6	0.27	9.4
Regent Ave. W	Winnipeg	229	2	0	36	9	\$8,303.36	\$36.26	2.72	3.81	0.66	9.4
Kenaston Blvd.	Winnipeg	97	0	1	19	0	\$2,840.21	\$29.28	1.74	2.8	0.33	9.3
Leva Ave.	Penhold	11	0	0	3	2	\$379.07	\$34.46		2.14	0.7	9.3
Manning Crossing	Edmonton	151	1	3	23	4	\$5,296.37	\$35.08	2.43	1.95	0.41	9.3
Park Rd. W	Blumenort	61	6	0	8	0	\$2,113.51	\$34.65	2.5	0.58	0.31	9.3
Stony Plain Rd. NW	Edmonton	79	1	0	12	3	\$2,662.43	\$33.70	4	0.83	0.37	9.3
Comox Ave.	Comox	39	0	0	8	1	\$1,181.43	\$30.29		1.69	0.38	9.3
50th Ave.	Leduc	69	0	0	4	4	\$2,431.20	\$35.23	2.67	1.66	0.28	9.2
Preston Ave. S	Saskatoon	58	0	0	6	1	\$2,358.46	\$40.66	3	4.15	0.18	9.2
Main St. N	Moose Jaw	45	0	0	9	2	\$1,552.20	\$34.49	1	2.22	0.85	9.1
Nelson Dr.	Spruce Grove	55	0	0	5	1	\$1,742.72	\$31.69	4	5.01	0.49	8.8
Strathmoor Dr.	Sherwood Park	26	1	0	2	1	\$885.92	\$34.07	2	2.52	0.79	8.7
Westwood Dr.	Winnipeg	64	0	0	6	4	\$2,132.44	\$33.32	2.43	2.47	0.39	8.7
135 Ave. NW	Edmonton	42	0	0	12	2	\$1,533.68	\$36.52	2.08	3.11	0.44	8.3
McCarthy Blvd. N	Regina	20	0	0	6	2	\$701.71	\$35.09	1.25	1.4	0.4	8.3
66th St. NW	Edmonton	36	0	0	7	0	\$1,165.27	\$32.37	2	3.05	0.84	8.2
Island Hwy.	Nanaimo	108	4	0	22	7	\$3,472.01	\$32.15	2.95	2.95	0.31	8.2
Tenth St.	Nanaimo	57	0	0	8	2	\$2,005.66	\$35.19	7.21	3.8	0.81	7.5
Rowan St.	St. John's	28	0	0	4	5	\$942.37	\$33.66	2.67	4.21	0.39	7.1
Gibson Dr.	Mount Pearl	21	0	0	3	2	\$597.42	\$28.45	1.67	4.18	0.52	6.7
Primrose Dr.	Saskatoon	10	0	0	0	0	\$368.70	\$36.87	6	1.78	0.57	6.7