



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 #118/21

DATE: July 21, 2021
TO: All Franchisees and Corporate Managers
FROM: Jason Kaytor
RE: **Weekly Skip Reporting – Week of July 12th**

Hello everyone,

Congratulations to our top performers this week.

Location	City	Completed Orders	CX Reject	Resto Reject	Pos. Review	Neg. Review	AOV	Order Push	Hold Avg	Time to Accept Avg Min	Skip Score
18th St.	Brandon	110	0	0	19	1	\$32.82	5.44	2.09	0.38	9.9
44th St.	Lloydminster	56	0	0	11	0	\$33.19	2.47	3.52	0.15	9.8
Kenaston Blvd.	Winnipeg	175	0	0	22	1	\$35.02	2.69	3.42	0.36	9.7
Park Rd. W	Steinbach	47	0	0	16	2	\$38.22		2.29	0.21	9.7
Highland Ave.	Brandon	22	0	0	5	1	\$30.93		3.44	0.22	9.6
Main St. N	Moose Jaw	43	1	0	5	1	\$27.79		2.66	0.44	9.6

Top take-out and delivery tips:

1. As we reopen for dine-in across Canada, most of us are focusing on our dine-in guests, which is the right thing to do! Make sure to adjust your prep times on your delivery tablets to reflect more accurately and remember that it is better to turn off your delivery services if you are being overwhelmed with dine-in guests rather than have longer wait times, courier delays or missed items.
2. As you recall your staff, a quick 15-minute refresher training session of packaging and checking off delivery orders will eliminate mistakes. Remember, some of your team is brand new and others haven't worked in a while.
3. Share your score weekly on your staff communication boards and communicate your goal to your teams. They are competitive and will want to outperform the other locations in your market. It's amazing what happens when people are aware of your locations results and how they change their actions to perform better! Empower your team to be the engine that drives you to the top of the list!

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	Completed Orders	Customer	Restaurant	Positive Reviews	Negative Reviews	AOV	Order Push Avg Min	Resto Hold Avg	Resto Time	Skip Score
			Rejected Orders	Rejected Orders						To Accept Avg Min	
18th St.	Brandon	110	0	0	19	1	\$32.82	5.44	2.09	0.38	9.9
44th St.	Lloydminster	56	0	0	11	0	\$33.19	2.47	3.52	0.15	9.8
Kenaston Blvd.	Winnipeg	175	0	0	22	1	\$35.02	2.69	3.42	0.36	9.7
Park Rd. W	Blumenort	47	0	0	16	2	\$38.22		2.29	0.21	9.7
Highland Ave.	Brandon	22	0	0	5	1	\$30.93		3.44	0.22	9.6
Main St. N	Moose Jaw	43	1	0	5	1	\$27.79		2.66	0.44	9.6
Henderson Hwy.	Winnipeg	387	4	0	69	8	\$34.04	2.02	3.27	0.48	9.5
Princess St.	Kingston	91	0	0	16	0	\$33.76		3.06	0.25	9.5
66th St. NW	Edmonton	35	0	0	5	2	\$33.28	3.75	3.21	0.9	9.4
2835 Pembina Hwy.	Winnipeg	248	1	0	37	1	\$30.56	3.93	4.04	0.34	9.4
Albert St. N	Regina	97	0	0	20	0	\$32.63	5.26	2.18	0.29	9.4
E Hills Blvd. SE	Calgary	64	0	0	21	1	\$39.16	5.43	2.91	0.55	9.4
McPhillips St.	Winnipeg	196	1	0	38	9	\$34.08	3.12	2.94	0.31	9.3
Stony Plain Rd. NW	Edmonton	78	0	0	10	1	\$35.31	4.75	1.14	0.64	9.3
37th St. SW	Calgary	46	1	0	11	1	\$32.16	5.29	1.48	0.82	9.2
St James St.	Winnipeg	276	4	0	49	8	\$37.75	3.67	2.24	0.24	9.2
Comox Ave.	Comox	19	0	0	5	1	\$37.05		2.09	0.34	9.1
114th Ave. NW	Edmonton	56	0	0	7	2	\$32.02	2.17	2.82	0.58	9
Aquitania Blvd. W	Lethbridge	88	1	0	18	1	\$30.84	8.33	3.1	0.29	9
Strathmoor Dr.	Sherwood Park	42	0	0	9	1	\$30.47	4.45	2.14	0.53	8.9
Meadowood Dr.	Winnipeg	152	1	0	14	4	\$33.38	1.33	4.3	0.42	8.8
Regent Ave. W	Winnipeg	193	1	0	31	3	\$34.82	3.38	2.9	0.55	8.8
48th Ave.	Camrose	51	0	0	8	3	\$33.40	1.5	2.41	0.5	8.7
580 Pembina Hwy.	Winnipeg	154	0	0	30	9	\$33.03	3.85	3.2	0.41	8.7
50th Ave.	Leduc	78	0	0	10	1	\$31.42	1.67	4.08	0.42	8.6
9640 Macleod Trl.	Calgary	16	1	1	4	0	\$36.36	2	3.63	0.81	8.6
Manning Crossing	Edmonton	114	0	0	18	4	\$35.16	2.69	1.99	0.3	8.6
Preston Ave. S	Saskatoon	46	0	0	9	1	\$30.06	1	2.27	0.18	8.6
Leva Ave.	Penhold	5	0	0	0	0	\$42.04		2.52	0.58	8.3
135 Ave. NW	Edmonton	54	0	1	14	2	\$33.08	3.24	1.82	0.89	8
Westwood Dr.	Winnipeg	38	0	0	8	3	\$37.40	2.57	2.38	0.31	8
Island Hwy.	Nanaimo	113	0	0	18	5	\$33.29	3.49	2.39	0.34	7.7
McCarthy Blvd. N	Regina	18	0	0	0	0	\$33.27	2.13	2.04	0.46	7.5
Nelson Dr.	Spruce Grove	81	0	0	10	3	\$30.08	3.86	5.99	0.4	7.1
Tenth St.	Nanaimo	68	0	0	10	2	\$35.80	6.71	2.16	0.57	7
Primrose Dr.	Saskatoon	17	0	0	4	0	\$32.51		3.16	0.25	6.9
Rowan St.	St. John's	28	0	0	8	2	\$26.53	2.89	3.75	0.67	6.9
Gibson Dr.	Mount Pearl	29	1	0	1	3	\$32.59	1.67	1.91	0.38	6.7