



SMITTY'S CANADA INC.

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BULLETIN #11/21

DATE: January 21, 2021
TO: All Franchisees and Corporate Managers
FROM: Jason Kaytor
RE: **Weekly Skip Reporting – Week of January 11th**

Hello Everyone,

Shout out to Winnipeg - St. James for taking the solo top spot last week at 9.8! And to our entire top 5!

Smitty's (St James St.)
Smitty's (18th St.)
Smitty's (Princess St.)
Smitty's (2835 Pembina Hwy.)
Smitty's (Regent Ave. W)

Folks, in 60 days we have improved our chainwide average score from 8.4 to 8.8. This outpaces the average national chain by a full 0.4 and we are not stopping!

Top 3 delivery and take-out tips:

1. If you receive a large order on your delivery platforms, you are better off increasing the prep time before accepting the order rather than incurring additional courier wait times. DoorDash has added guest feedback to their platform and “avoidable wait times” is the same as courier hold time on the Skip platform. Do not let larger orders decrease your score.
2. Add a check of your various tablets to your daily line checks so that they are charged, active and online. Make sure you check your prep time and ensure it is appropriate for the revenue period you are about to execute. Checking them twice a day, along with your line checks, ensures that they are being looked at every shift.

Get your teams engaged and excited about the performance on these platforms. Communicating with your team each week regarding the goal and current results goes a long way to changing behavior and improving your locations results. Use a weekly communication whiteboard to post results and goals or create a scorecard you can email to your team each week with the schedule.

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		Resto Time		Skip Score
		Completed Orders	Rejected Orders	Rejected Orders						Push Avg	Resto Hold Avg	To Accept Avg	Min	
(St James St.)	Winnipeg	333	1	0	65	9	\$11,652.44	\$34.99	1	2.34	0.41	9.8		
(18th St.)	Brandon	141	4	0	26	5	\$4,727.39	\$33.53	4.69	2.73	0.47	9.7		
(Princess St.)	Kingston	102	0	0	18	0	\$3,303.31	\$32.39	1.6	2.17	0.15	9.7		
(2835 Pembina Hwy.)	Winnipeg	243	8	0	39	4	\$7,937.79	\$32.67	1	1.88	0.38	9.6		
(Regent Ave. W)	Winnipeg	234	1	0	48	1	\$7,966.45	\$34.04	1.33	2.32	0.33	9.6		
(50th Ave.)	Leduc	69	0	0	17	2	\$1,936.19	\$28.06	2	0.54	0.2	9.5		
(9640 Macleod Trl.)	Calgary	65	0	0	17	2	\$2,008.50	\$30.90	1.8	1.24	0.44	9.5		
(George St. N)	Peterborough	91	0	0	29	4	\$2,450.32	\$26.93	3	1.87	0.32	9.5		
(Henderson Hwy.)	Winnipeg	313	2	0	52	6	\$10,866.69	\$34.72	1.26	2.64	0.29	9.5		
(580 Pembina Hwy.)	Winnipeg	218	2	0	43	1	\$7,192.21	\$32.99	3.46	2.28	0.67	9.4		
(East Lake Cres. NE)	Airdrie	60	0	0	9	1	\$2,000.17	\$33.34	2.22	1.49	0.56	9.4		
(Highland Ave.)	Brandon	32	6	0	9	0	\$988.64	\$30.90	2	1.32	0.23	9.4		
(Meadowood Dr.)	Winnipeg	180	2	0	22	0	\$6,514.70	\$36.19	1.01	2.08	0.39	9.4		
(44th St.)	Lloydminster	46	0	0	6	1	\$1,478.09	\$32.13	2.39	1.39	0.15	9.2		
(Kenaston Blvd.)	Winnipeg	93	1	0	23	2	\$3,416.06	\$36.73	2.25	3.85	0.48	9.2		
(Main St. N)	Moose Jaw	37	0	0	6	0	\$1,162.21	\$31.41	2	2.4	0.4	9.2		
(McPhillips St.)	Winnipeg	170	1	0	34	4	\$5,396.67	\$31.75	1	1.9	0.37	9.2		
(Aquitania Blvd. W)	Lethbridge	116	0	0	19	2	\$3,447.27	\$29.72	4.57	2.47	0.33	9.1		
(Manning Crossing)	Edmonton	111	0	0	21	7	\$3,837.94	\$34.58	2.17	1.49	0.27	9		
(Nelson Dr.)	Spruce Grove	87	1	0	14	1	\$2,743.47	\$31.53	2.41	1.58	0.43	8.9		
(114th Ave. NW)	Edmonton	48	0	0	10	3	\$1,467.02	\$30.56	2.36	1.91	0.47	8.8		
(135 Ave. NW)	Edmonton	48	0	0	6	3	\$1,492.96	\$31.10	2.5	2.38	0.46	8.8		
(Preston Ave. S)	Saskatoon	63	0	0	13	1	\$1,818.34	\$28.86	1	1.53	0.28	8.7		
(Stony Plain Rd. NW)	Edmonton	46	0	0	7	0	\$1,518.03	\$33.00		0.47	0.36	8.7		
(E Hills Blvd. SE)	Calgary	43	0	0	10	1	\$1,664.75	\$38.72	4.42	1.31	0.57	8.6		
(Albert St. N)	Regina	92	1	0	22	4	\$3,076.91	\$33.44	2	1.73	0.29	8.5		
(Tenth St.)	Nanaimo	59	0	0	11	1	\$1,750.27	\$29.67	3.19	2.3	0.93	8.3		
(McCarthy Blvd. N)	Regina	45	0	0	7	2	\$1,513.46	\$33.63	3	3.69	0.39	8		
(37th St. SW)	Calgary	18	0	0	6	1	\$553.57	\$30.75		2.53	0.38	7.9		
(Island Hwy.)	Nanaimo	120	0	0	32	7	\$3,920.82	\$32.67	3.08	3	0.47	7.8		
(Leva Ave.)	Penhold	16	0	0	3	0	\$442.25	\$27.64		1.62	0.68	7.8		
(Westwood Dr.)	Winnipeg	69	0	0	12	4	\$2,487.06	\$36.04	3.71	1.76	0.34	7.7		
(Primrose Dr.)	Saskatoon	15	0	0	4	0	\$507.79	\$33.85		3.14	0.7	7.6		
(Memorial Dr. NE)	Calgary	12	0	1	4	0	\$402.21	\$33.52		1.7	0.59	6.9		
(Gibson Dr.)	Mount Pearl	45	0	0	5	4	\$1,342.93	\$29.84	2.4	2.03	0.63	6.7		
(Rowan St.)	St. John's	24	0	0	4	2	\$916.10	\$38.17	2.75	2.87	0.71	6.7		