



SMITTY'S CANADA INC.
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BULLETIN #148/21

DATE: September 30, 2021
 TO: All Franchisees and Corporate Managers
 FROM: Jason Kaytor
 RE: **Weekly Skip Reporting – Week of September 20, 2021**

Big shout out to our top performers this week!

Smitty's (44th St.)	Lloydminster	9.8
Smitty's (Highland Ave.)	Brandon	9.8
Smitty's (18th St.)	Brandon	9.7
Smitty's (E Hills Blvd. SE)	Calgary	9.7
Smitty's (Main St. N)	Moose Jaw	9.5

Top delivery and takeout tips

1. Missing items in an order is the **number one** factor that will negatively impact your weekly score results. Make sure to staple the bill to the outside of each bag and check off each item as you package them up, practicing this will help reduce the frequency of missed items.
2. The **second** highest reason for negative guest feedback is incorrect items. These are often missed modifiers on an item. It is a good idea to verbally remind the kitchen of any modifiers when a skip order comes in, this will help reduce mistakes. Be sure to double check each packaged item against the chit as you put them into the bag.
 - a. Removing the ability for special instructions on the delivery platform helps to eliminate these mistakes as it is sometimes not clear what requests are being made and/or customers are requesting chargeable items and therefore well-meaning operators are omitting them from the order
3. Putting salad dressings and other sauces **on the side** will help to eliminate guest feedback on poor quality items. Make sure to put the ramekin of sauce inside the packaged food item it is intended to go with to eliminate confusion and causing missed item feedback.

- The BC government has extended the cap on delivery fees that was supposed to end Sept 28. It will now be carried out until the end of December. It is capped at 15% commission + 5% delivery fee until the end of December 2021.

Feel free to reach out with any questions.

Yours truly,
SMITTY'S CANADA INC.

Jason Kaytor

Jason Kaytor
Vice President of 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 To Accept Avg Min	Skip Score
Smitty's (44th St.)	Lloydminster	83	1	0	10	2	\$2,924.56	\$35.24	3.75	1.48	0.18	9.8
Smitty's (Highland Ave.)	Brandon	42	1	0	9	1	\$1,561.23	\$37.17		4.02	0.33	9.8
Smitty's (18th St.)	Brandon	108	0	0	15	3	\$3,484.07	\$32.26	3.84	2.71	0.37	9.7
Smitty's (E Hills Blvd. SE)	Calgary	69	0	0	10	2	\$2,489.70	\$36.08	5.67	2.53	0.4	9.7
Smitty's (Main St. N)	Moose Jaw	35	0	0	4	1	\$1,107.53	\$31.64		1.68	0.19	9.5
Smitty's (50th Ave.)	Leduc	98	0	0	16	1	\$3,384.52	\$34.54	2.91	1.92	0.5	9.4
Smitty's (Albert St. N)	Regina	108	1	0	16	0	\$3,350.61	\$31.02	6.42	1.71	0.32	9.3
Smitty's (Aquitania Blvd. W)	Lethbridge	140	2	0	22	2	\$4,858.87	\$34.71	5.01	2.54	0.27	9.3
Smitty's (Kenaston Blvd.)	Winnipeg	143	1	0	20	3	\$5,008.19	\$35.02	2.27	2.96	0.38	9.3
Smitty's (Princess St.)	Kingston	85	1	0	12	4	\$2,628.56	\$30.92		2.31	0.26	9.2
Smitty's (66th St. NW)	Edmonton	34	1	0	8	0	\$1,111.33	\$32.69	2.1	2.27	0.81	9.1
Smitty's (St James St.)	Winnipeg	256	0	0	38	13	\$9,530.59	\$37.23	2.65	2.3	0.27	9.1
Smitty's (Henderson Hwy.)	Winnipeg	266	1	0	32	11	\$8,932.85	\$33.58	2.6	2.91	0.52	9
Smitty's (Westwood Dr.)	Winnipeg	67	1	0	12	3	\$2,574.66	\$38.43	2.7	2.9	0.34	9
Smitty's (Manning Crossin)	Edmonton	126	0	0	20	1	\$4,478.25	\$35.54	2.69	2.15	0.35	8.8
Smitty's (Park Rd. W)	Blumenort	50	1	0	12	0	\$1,825.00	\$36.50		7.82	0.24	8.8
Smitty's (Primrose Dr.)	Saskatoon	29	0	0	6	3	\$909.59	\$31.37		2.29	0.21	8.8
Smitty's (135 Ave. NW)	Edmonton	92	2	0	21	2	\$3,036.73	\$33.01	2.81	3.78	0.73	8.7
Smitty's (McCarthy Blvd. N)	Regina	39	0	0	9	1	\$1,218.68	\$31.25	1.5	1.14	0.31	8.7
Smitty's (48th Ave.)	Camrose	48	2	0	9	0	\$1,516.89	\$31.60	1.67	2.22	0.36	8.5
Smitty's (114th Ave. NW)	Edmonton	70	0	0	14	3	\$2,599.61	\$37.14	2.94	1.89	0.59	8.5
Smitty's (9640 Macleod Trl)	Calgary	24	0	0	3	1	\$795.12	\$33.13	3	2.58	0.93	8.5
Smitty's (2835 Pembina Hw)	Winnipeg	131	1	0	12	3	\$4,276.88	\$32.65	3	3.88	0.43	8.4
Smitty's (McPhillips St.)	Winnipeg	140	0	0	20	7	\$4,711.11	\$33.65	3.33	4.23	0.39	8.3
Smitty's (Regent Ave. W)	Winnipeg	176	4	1	30	8	\$6,352.30	\$36.09	3.67	3.07	0.56	8.2
Smitty's (580 Pembina Hw)	Winnipeg	131	0	0	21	1	\$4,430.89	\$33.82	2.2	3.18	0.46	8.1
Smitty's (Preston Ave. S)	Saskatoon	39	0	0	11	1	\$1,355.54	\$34.76		2.28	0.19	8.1
Smitty's (Stony Plain Rd. N)	Edmonton	57	0	0	17	0	\$1,928.45	\$33.83		1.12	0.4	8
Smitty's (Tenth St.)	Nanaimo	95	3	0	8	5	\$3,500.35	\$36.85	6.09	2.19	0.71	7.8
Smitty's (Meadowood Dr.)	Winnipeg	127	0	0	15	5	\$4,388.24	\$34.55	4.4	3.09	0.4	7.7
Smitty's (Leva Ave.)	Penhold	6	0	0	1	0	\$227.03	\$37.84		0.85	0.46	7.6
Smitty's (37th St. SW)	Calgary	27	0	1	4	0	\$899.64	\$33.32	4.78	2.2	0.71	7.5
Smitty's (Island Hwy.)	Nanaimo	116	0	0	21	3	\$3,955.22	\$34.10	4.86	2.47	0.44	7.4
Smitty's (Nelson Dr.)	Spruce Grove	68	0	0	8	2	\$1,974.34	\$29.03	3.48	2.55	0.32	6.9
Smitty's (Rowan St.)	St. John's	27	0	0	6	2	\$830.92	\$30.77	3.67	3.38	0.55	6.8
Smitty's (Strathmoor Dr.)	Sherwood Park	4	0	0	0	0	\$146.22	\$36.55	5	2.46	0.68	6.8
Smitty's (Gibson Dr.)	Mount Pearl	36	1	0	9	5	\$1,285.00	\$35.69	2.15	3.79	0.31	6.7