



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 #159/21

DATE: October 28, 2021
TO: All Franchisees and Corporate Managers
FROM: Crystal Davies, Business Intelligence and Operations Manager
RE: **Weekly Skip Report- Week of October 18, 2021**

Congrats to our top performers this week!

Smitty's (E Hills Blvd. SE)	Calgary	9.6
Smitty's (Albert St. N)	Regina	9.6
Smitty's (48th Ave.)	Camrose	9.6
Smitty's (37th St. SW)	Calgary	9.6
Smitty's (Stony Plain Rd. NW)	Edmonton	9.5
Smitty's (18th St.)	Brandon	9.5

Top delivery and takeout tips

1. Again, our courier wait times and order push times are creeping up this week, adjusting your prep times for peak revenue periods will help reduce these hold times and help improve your overall scores. Adding this to your twice daily line check and or management floor checklist routine is a great way to remind your shift leaders to do this for each revenue period
2. As the weather is getting cooler it is important to ensure that our skip drivers have the proper insulated bags. Please ensure that the drivers are zipping up the bags properly before leaving the restaurant.
3. Integration is a great tool to increase efficiency with your delivery platforms. With stores that are fully integrated with Squirrel and X-Dine have seen higher platform scores. Integration eliminates the chances for human error to occur. Once the order is accepted on the tablet the order will automatically inject into the Squirrel System, print in the kitchen, and close the bill. Leaving only preparing the order and packing the order for your team. Many locations have this and have seen positive results. If you are interested in the integration for your location. Please contact Crystal Davies cdavies@smittys.ca.



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There are some exciting new features that has been released into the Skip portal. Analytics tab allows you to review performance for the following gross Sales, orders volume, average Ticket size, and Menu Conversions. This is a great tool for measuring your location's performance.

Another great tool that has been released is the Secret Sauce in this feature Skip offers training, tips, and articles.

If you have any questions, please feel free to reach out.

Warmest regards,

Crystal Davies
 Business Intelligence and Operations Manager

Restaurant Name	City	Completed Order	Customer Reject	Restaurant Rejec	Positive Reviews	Food Subtotal	AOV	Order Push Avg Min	Resto Hold Avg	Skip Score
Smitty's (E Hills Blvd. SE)	Calgary	59	0	1	15	2255.82	38.23	4.47	2.33	9.6
Smitty's (Albert St. N)	Regina	93	0	0	21	3215.5	34.58	8.91	2.32	9.6
Smitty's (48th Ave.)	Camrose	63	0	0	12	2063.57	32.76	2	1.59	9.6
Smitty's (37th St. SW)	Calgary	53	0	0	10	1630.21	30.76	5.77	2.65	9.6
Smitty's (Stony Plain Rd. NW)	Edmonton	74	0	0	14	2466.45	33.33	1	0.99	9.5
Smitty's (18th St.)	Brandon	102	1	0	18	3105.38	30.44	4.5	2.86	9.5
Smitty's (Strathmoor Dr.)	Sherwood Park	33	1	0	5	1172.47	35.53	3.2	3.43	9.3
Smitty's (McCarthy Blvd. N)	Regina	51	0	0	6	1773.97	34.78	2	1.98	9.3
Smitty's (Main St. N)	Moose Jaw	42	0	0	12	1446.93	34.45		2.13	9.3
Smitty's (Manning Crossing)	Edmonton	161	2	0	42	5629.57	34.97	3.57	2.06	9.2
Smitty's (135 Ave. NW)	Edmonton	94	1	0	14	3447.46	36.68	3.19	2.18	9.2
Smitty's (Princess St.)	Kingston	57	1	0	10	1916.75	33.63		3.41	9.1
Smitty's (Preston Ave. S)	Saskatoon	61	0	0	8	1918.71	31.45		2.84	9.1
Smitty's (Kenaston Blvd.)	Winnipeg	132	1	0	14	4197	31.8	3.94	4.5	9.1
Smitty's (Highland Ave.)	Brandon	21	0	0	1	715.91	34.09		2.84	9.1
Smitty's (Park Rd. W)	Blumenort	72	1	0	13	2702.68	37.54	2	12.24	9
Smitty's (Aquitania Blvd. W)	Lethbridge	125	1	0	18	4123.35	32.99	5.3	3.19	9
Smitty's (Regent Ave. W)	Winnipeg	162	1	2	26	\$5,966.25	\$36.83	3.96	4.98	8.9
Smitty's (McPhillips St.)	Winnipeg	184	1	0	40	\$6,491.00	\$35.28	3.04	4.86	8.9
Smitty's (50th Ave.)	Leduc	83	0	0	20	\$2,740.80	\$33.02	2.7	2.36	8.8
Smitty's (Meadowood Dr.)	Winnipeg	160	0	0	20	\$5,438.53	\$33.99	2.97	4.57	8.7
Smitty's (Henderson Hwy.)	Winnipeg	259	3	0	31	\$8,729.92	\$33.71	2.31	3.94	8.7
Smitty's (580 Pembina Hwy.)	Winnipeg	124	0	1	18	\$4,085.57	\$32.95	2.48	3.01	8.6
Smitty's (Tenth St.)	Nanaimo	106	0	0	16	\$3,938.04	\$37.15	6.53	2.17	8.5
Smitty's (St James St.)	Winnipeg	199	1	0	27	\$7,921.93	\$39.81	1.5	2.91	8.5
Smitty's (44th St.)	Lloydminster	55	0	0	10	\$1,855.79	\$33.74	2.67	1.25	8.4
Smitty's (2835 Pembina Hwy.)	Winnipeg	147	1	2	22	\$4,511.93	\$30.69	5.67	4.5	8.3
Smitty's (Westwood Dr.)	Winnipeg	62	0	0	6	\$1,908.19	\$30.78	2.44	3.42	8
Smitty's (Island Hwy.)	Nanaimo	102	1	0	16	\$3,731.50	\$36.58	3.88	3.59	8
Smitty's Family Restaurant Comox (Comox Ave.)	Comox	13	0	0	4	\$450.17	\$34.63	1	1.83	7.9
Smitty's (9640 Macleod Trl.)	Calgary	19	1	0	4	\$840.95	\$44.26	5.33	4.22	7.9
Smitty's (114th Ave. NW)	Edmonton	43	0	0	10	1,372.51	\$31.92	2	2.05	7.9
Smitty's (Leva Ave.)	Penhold	20	0	0	8	\$671.80	\$33.59		1.38	7.6
Smitty's (Nelson Dr.)	Spruce Grove	53	0	0	6	\$1,908.67	\$36.01	2.68	3.24	7.3
Smitty's (66th St. NW)	Edmonton	26	0	0	6	\$941.88	\$36.23	2.6	3.68	7.3
Smitty's (Rowan St.)	St John's	33	0	0	4	\$1,055.93	\$32.00	2.2	3.65	6.8
Smitty's (Primrose Dr.)	Saskatoon	23	0	0	4	\$838.51	\$36.46	5	3.28	6.7
Smitty's (Gibson Dr.)	Mount Pearl	21	0	0	3	\$664.47	\$31.64	2.38	3.41	6.7