



SMITTY'S CANADA INC.

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Bulletin #163/21

DATE: November 4, 2021
TO: All Locations
FROM: Jason Kaytor, Vice President of Operations
RE: **Weekly Skip Report- Week of October 25, 2021**

Big shout out to the top performers this week!

Smitty's (E Hills Blvd. SE)	Calgary	9.8
Smitty's (Main St. N)	Moose Jaw	9.7
Smitty's (48th Ave.)	Camrose	9.6
Smitty's (18th St.)	Brandon	9.5
Smitty's (Albert St. N)	Regina	9.4
Smitty's (Princess St.)	Kingston	9.4

Company average is creeping back up, we are currently at 8.56, great work everyone!

Top Tips for delivery and takeout

1. In preparation for next week’s statutory holiday (Nov 11), consider using the free delivery promotion to encourage a delivery app user to give you a try if they normally wouldn’t. Stat holidays are typically already higher volume on the top 3 delivery platforms across Canada so using a “fish where the fish are” approach by offering free delivery on a day where more users are on the app should yield an increase in sales for that day.
2. Integration- if you are a location that is already using and paying for X-dine monthly the cost to include integration of a delivery platform through x-dine is \$25/month. There are several advantages to using integration vs. manually ringing in orders
 - In most markets in Canada the hourly server wage is \$15 or is heading toward \$15 in the very near future, since moving to integration at the corporate location we no longer schedule any additional FOH labor for delivery despite massive increases in delivery sales in 2021. You will save more than the \$25 integration fee in the first week of the month. On busy delivery shifts you could easily have a server or supervisor standing in front of a POS terminal ringing in delivery for 2 or more hours a day - with this integration the need for those hours goes away.
 - The number of errors ringing in orders goes away as the order simply goes into your Squirrel system automatically and into the kitchen once you accept the order on the tablet.

You still can increase the prep time if needed the same as an order currently coming in today without integration.

- When you adjust your hours of operations etc... in x-dine it also adjusts your delivery platforms at the same time
- The menu programming for integrated locations is much faster and more accurate because it is handled by Crystal internally and not at the mercy of the menu programmers in the various delivery providers team. Right now, the wait can be as much as 3 weeks for a change, and we are still dealing with errors from the last menu print in September on the delivery platforms.

Yours truly,
SMITTY'S CANADA INC.

Jason Kaytor

Jason Kaytor
Vice President of Operations

Restaurant Name	City	Completed Orders	Pick up 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 (E Hills Blvd. SE)	Calgary	56	2	0	0	10	1	\$2,139.79	\$38.21	4.8	1.86	0.79	9.8
Smitty's (Main St. N)	Moose Jaw	60	2	1	0	11	0	\$2,174.73	\$36.25	4	2.26	0.36	9.7
Smitty's (48th Ave.)	Camrose	62	3	0	0	4	2	\$2,168.24	\$34.97	1.56	1.5	0.32	9.6
Smitty's (18th St.)	Brandon	122	4	0	0	22	1	\$4,330.02	\$35.49	4.45	3.2	0.31	9.5
Smitty's (Albert St. N)	Regina	139	0	3	0	26	2	\$4,674.38	\$33.63	8.44	1.78	0.3	9.4
Smitty's (Princess St.)	Kingston	80	1	0	0	18	1	\$2,561.97	\$32.02	3	3.31	0.26	9.4
Smitty's (Manning Crossing)	Edmonton	190	4	2	0	34	6	\$6,259.74	\$32.95	3.03	1.96	0.33	9.3
Smitty's (Stony Plain Rd. NW)	Edmonton	79	1	0	0	16	2	\$2,593.72	\$32.83	4	0.95	0.59	9.3
Smitty's (37th St. SW)	Calgary	30	0	0	0	6	2	\$1,073.38	\$35.78	6.86	2.95	0.74	9
Smitty's (Kenaston Blvd.)	Winnipeg	104	6	0	1	12	3	\$3,831.37	\$36.84	3.1	4.46	0.35	9
Smitty's (50th Ave.)	Leduc	78	1	2	0	11	4	\$2,769.75	\$35.51	1.88	2.26	0.46	8.9
Smitty's (Henderson Hwy.)	Winnipeg	266	9	2	0	34	9	\$9,413.74	\$35.39	3.07	3.14	0.53	8.9
Smitty's (McPhillips St.)	Winnipeg	160	8	0	0	33	7	\$5,435.24	\$33.97	2.91	4.02	0.28	8.9
Smitty's (St James St.)	Winnipeg	211	8	0	1	28	6	\$7,521.84	\$35.65	2.67	2.49	0.34	8.9
Smitty's (Strathmoor Dr.)	Sherwood Park	24	0	0	0	4	1	\$693.61	\$28.90	2.5	1.86	0.37	8.9
Smitty's (135 Ave. NW)	Edmonton	54	3	2	0	9	2	\$2,183.35	\$40.43	3.93	3.88	0.78	8.8
Smitty's (Aquitania Blvd. W)	Lethbridge	113	9	1	0	13	5	\$3,841.71	\$34.00	10.86	4.58	0.27	8.8
Smitty's (McCarthy Blvd. N)	Regina	39	1	1	0	9	4	\$1,322.62	\$33.91	3.5	2.24	0.44	8.8
Smitty's (Regent Ave. W)	Winnipeg	177	7	2	1	29	6	\$6,280.31	\$35.48	5.2	5.63	0.73	8.8
Smitty's (Meadowood Dr.)	Winnipeg	146	9	0	0	17	3	\$4,768.27	\$32.66	4.47	3.36	0.34	8.7
Smitty's (Preston Ave. S)	Saskatoon	34	1	0	0	6	0	\$1,227.75	\$36.11		2.91	0.23	8.7
Smitty's (2835 Pembina Hwy.)	Winnipeg	199	10	2	2	28	8	\$6,145.86	\$30.88	3.5	5.53	0.47	8.6
Smitty's Family Restaurant Com	Comox	9	0	0	0	3	0	\$311.09	\$34.57		2.48	0.34	8.6
Smitty's (44th St.)	Lloydminster	63	1	0	0	7	2	\$2,284.54	\$36.26	3.67	1.49	0.15	8.5
Smitty's (580 Pembina Hwy.)	Winnipeg	135	8	0	0	18	5	\$4,936.63	\$36.57	3.42	3.95	0.44	8.4
Smitty's (Highland Ave.)	Brandon	22	4	0	0	2	0	\$948.74	\$43.12		2.47	0.4	8.4
Smitty's (114th Ave. NW)	Edmonton	37	0	1	0	6	1	\$1,255.73	\$33.94	2.35	1.69	1.06	8.3
Smitty's (Park Rd. W)	Blumenort	74	1	4	1	12	0	\$2,618.38	\$35.38		13.02	0.23	8.3
Smitty's (Tenth St.)	Nanaimo	102	2	1	0	19	3	\$3,722.92	\$36.50	4.89	2.6	0.62	8.3
Smitty's (Leva Ave.)	Penhold	21	4	0	0	5	0	\$537.00	\$25.57		1.23	0.29	8.1
Smitty's (66th St. NW)	Edmonton	39	1	0	0	7	1	\$1,381.54	\$35.42	3.18	2.61	0.7	7.8
Smitty's (Westwood Dr.)	Winnipeg	72	0	2	0	11	0	\$2,506.83	\$34.82	2.78	3.12	0.27	7.8
Smitty's (Island Hwy.)	Nanaimo	84	1	1	0	12	5	\$2,635.08	\$31.37	3.43	2.28	0.47	7.7
Smitty's (Rowan St.)	St. John's	35	1	2	0	2	5	\$1,039.77	\$29.71	2.5	2.49	0.85	7.5
Smitty's (9640 Macleod Trl.)	Calgary	18	0	0	0	4	0	\$641.77	\$35.65	4.67	1.36	0.56	7.3
Smitty's (Nelson Dr.)	Spruce Grove	73	3	0	0	5	0	\$2,327.65	\$31.89	2.71	2.69	0.38	7.1
Smitty's (Primrose Dr.)	Saskatoon	17	0	0	0	1	0	\$622.78	\$36.63		2.89	0.48	7.1
Smitty's (Gibson Dr.)	Mount Pearl	23	1	0	0	3	1	\$757.12	\$32.92	2.55	2.86	0.92	6.7