



SMITTY'S CANADA INC.

#500, 501 – 18TH AVENUE S.W.
CALGARY, ALBERTA, CANADA T2S 0C7
TEL: (403) 229-3838 FAX: (844) 274-4056 www.smittys.ca

BULLETIN #165/21

DATE: November 4, 2021
TO: All Franchisees and Corporate Managers
FROM: Jason Kaytor, Vice President of Operations
RE: Steak Sandwich Plating

After visiting a number of locations since the new menu launch it appears there is some confusion regarding the plating of the steak sandwich, so we wanted to revisit this and hopefully clarify any misunderstanding.

The most common errors we have seen are

- Tomato Jam - the tomato jam goes directly on the garlic bread under the steak it is not served on the side. (The ramekin on the plate is ketchup for the fries not tomato jam)
- Onion Rings – the two onion rings on the plate are a garnish, not a side they are shingled on top of the steak.
- Two sides - unlike the other items in the handheld category the steak sandwich comes automatically with a small side caesar on the plate and their choice of an additional side of french fries or soup of the day. Of course they can upgrade to side poutine, sweet potato fries, a side order of onion rings etc.
- Steak Knife - the plate is intended to be served with a steak knife that is slid under the steak to hold it in place.
- Pre-slicing the steak - we do not pre slice the steak when plating, although the picture on the menu depicts this that is intended for marketing purposes and not the recipe.



Please take a few minutes to review the recipe for this item with your culinary and service teams, as always you can find it on the Smitty's thinkific training website <https://smittys-training.thinkific.com>

Yours truly,

Jason Kaytor
Vice President of Operations

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