



**SMITTY'S CANADA INC.**

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**Bulletin #167/21**

DATE: November 10, 2021  
TO: All Locations  
FROM: Jason Kaytor, Vice President of Operations  
RE: **Weekly Skip Report- Week of November 1, 2021**

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Another big shout out to our top performers this week

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

Company average at 8.6 again this week.

1. Missing items or issues with an order are our top 2 factors impacting delivery scores across Canada. This is usually caused by the need to package in multiple bags either because of the size of the order or because you have cold items going with hot items. Always pack cold items like desserts and beverages separately from the hot items. Also insure that you are labelling and numbering the bags 1 of 2 and 2 of 2, this will help ensure you are giving the entire order to the driver but also that the driver is delivering the entire order to the customer's home.
2. Thursday is a stat day that we typically see higher dine in volumes from 11am-2pm, make sure to adjust your prep time in advance of the highest revenue periods you are expecting each day to avoid increasing your order push time on the system. If need be, you can turn off delivery for short periods of time to stay on top of dine in, turning it off is better for your guest satisfaction than running extra-long delivery and dine in bill times.
3. Make sure your hours of operation are up to date for the stat day to avoid any unnecessary rejected orders.

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 (Main St. N)	Moose Jaw	52	4	2	0	6	0	\$1,571.59	\$30.22	1.5	1.81	0.24	9.8
Smitty's (18th St.)	Brandon	97	6	0	0	15	0	\$3,105.66	\$32.02	4.59	3.39	0.25	9.7
Smitty's (E Hills Blvd. SE)	Calgary	53	1	0	0	9	0	\$2,321.40	\$43.80	6.8	2.3	1.47	9.7
Smitty's (Princess St.)	Kingston	81	1	0	0	17	4	\$2,632.64	\$32.50	1	2.78	0.33	9.7
Smitty's (Albert St. N)	Regina	121	1	1	0	17	0	\$3,767.73	\$31.14	5.63	1.28	0.45	9.5
Smitty's (48th Ave.)	Camrose	51	1	1	0	9	1	\$1,872.26	\$36.71	2.5	1.44	0.31	9.3
Smitty's (Manning Crossing)	Edmonton	157	2	1	0	32	3	\$5,316.97	\$33.87	2.88	2.7	0.66	9.3
Smitty's Family Restaurant Comox (Comox)	Comox	21	1	0	0	6	1	\$656.23	\$31.25	1	2.06	0.41	9.3
Smitty's (Stony Plain Rd. NW)	Edmonton	67	1	0	0	15	2	\$2,452.64	\$36.61	2	0.85	0.61	9.2
Smitty's (44th St.)	Lloydminster	56	2	0	0	9	1	\$1,690.57	\$30.19	2	1.74	0.16	9.1
Smitty's (50th Ave.)	Leduc	78	3	1	0	15	2	\$2,548.04	\$32.67	2.38	2.23	0.47	9.1
Smitty's (Kenaston Blvd.)	Winnipeg	115	4	3	0	14	3	\$4,195.49	\$36.48	2.84	3.53	0.83	9
Smitty's (Preston Ave. S)	Saskatoon	39	1	1	0	11	1	\$1,324.56	\$33.96	3	2.57	0.21	9
Smitty's (Regent Ave. W)	Winnipeg	178	4	1	0	28	6	\$6,481.69	\$36.41	5.03	5.06	0.95	9
Smitty's (St James St.)	Winnipeg	215	6	0	0	33	14	\$7,469.93	\$34.74	2.2	2.39	0.69	9
Smitty's (McPhillips St.)	Winnipeg	177	2	1	0	22	6	\$6,507.14	\$36.76	3.85	4.85	0.82	8.9
Smitty's (Meadowood Dr.)	Winnipeg	143	3	3	0	11	8	\$4,907.29	\$34.32	3.12	3.73	1.06	8.9
Smitty's (37th St. SW)	Calgary	37	0	0	1	4	1	\$1,184.98	\$32.03	6.14	2.86	0.75	8.8
Smitty's (Leva Ave.)	Penhold	28	5	0	0	9	0	\$757.74	\$27.06	1	1.41	0.56	8.8
Smitty's (Tenth St.)	Nanaimo	85	2	0	0	15	5	\$3,370.89	\$39.66	6.54	2.85	0.71	8.6
Smitty's (2835 Pembina Hwy.)	Winnipeg	139	6	2	1	18	5	\$4,429.22	\$31.86	5.6	4.73	0.62	8.5
Smitty's (Henderson Hwy.)	Winnipeg	223	4	4	0	32	7	\$7,488.87	\$33.58	4.13	3.26	0.61	8.5
Smitty's (Westwood Dr.)	Winnipeg	74	3	0	0	5	3	\$2,531.33	\$34.21	2.59	4.2	0.56	8.5
Smitty's (114th Ave. NW)	Edmonton	40	1	1	0	8	1	\$1,268.93	\$31.72	3	2.67	0.56	8.4
Smitty's (135 Ave. NW)	Edmonton	56	0	0	0	15	0	\$1,953.33	\$34.88	2.17	1.94	0.62	8.4
Smitty's (Aquitania Blvd. W)	Lethbridge	94	3	3	0	12	3	\$3,106.82	\$33.05	10.92	3.28	0.31	8.4
Smitty's (Park Rd. W)	Blumenort	53	3	2	0	8	1	\$2,225.75	\$42.00		8.45	0.3	8.4
Smitty's (Strathmoor Dr.)	Sherwood Park	21	0	0	0	1	1	\$701.13	\$33.39	4.67	0.93	0.76	8.4
Smitty's (580 Pembina Hwy.)	Winnipeg	99	3	4	0	13	3	\$3,330.42	\$33.64	2	4.42	0.72	8.3
Smitty's (McCarthy Blvd. N)	Regina	26	2	0	0	3	1	\$706.99	\$27.19		1.39	1.11	8.2
Smitty's (Primrose Dr.)	Saskatoon	14	0	0	0	2	0	\$554.60	\$39.61	7	2.99	0.58	7.8
Smitty's (Highland Ave.)	Brandon	15	2	0	0	0	1	\$470.69	\$31.38		2.47	0.39	7.7
Smitty's (Nelson Dr.)	Spruce Grove	61	1	1	0	5	1	\$1,980.20	\$32.46	2.24	2.28	0.45	7.6
Smitty's (66th St. NW)	Edmonton	32	0	3	0	5	1	\$990.08	\$30.94	2.38	2.9	0.74	7.5
Smitty's (Island Hwy.)	Nanaimo	111	3	0	0	21	7	\$3,658.58	\$32.96	3.97	3.24	0.43	7.5
Smitty's (9640 Macleod Trl.)	Calgary	13	1	0	0	2	1	\$458.44	\$35.26	4	2.96	0.38	7.1
Smitty's (Rowan St.)	St. John's	25	0	1	0	4	1	\$863.00	\$34.52	4.33	4.14	1.05	7
Smitty's (Gibson Dr.)	Mount Pearl	25	2	0	0	2	3	\$846.65	\$33.87	1.73	4.49	0.33	6.7