



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 #174/21

DATE: November 16, 2021
TO: All Locations
FROM: Jason Kaytor, Vice President of Operations
RE: Weekly Skip Report- Week of November 8, 2021

Congratulations to this week's top performers!

Restaurant Name	City	Skip Score
Smitty's (E Hills Blvd. SE)	Calgary	9.8
Smitty's (18th St.)	Brandon	9.7
Smitty's (Albert St. N)	Regina	9.7
Smitty's (Main St. N)	Moose Jaw	9.7
Smitty's (Leva Ave.)	Penhold	9.5
Smitty's (Manning Crossing)	Edmonton	9.5
Smitty's (Preston Ave. S)	Saskatoon	9.5
Smitty's (Princess St.)	Kingston	9.5
Smitty's (44th St.)	Lloydminster	9.2
Smitty's (48th Ave.)	Camrose	9.2

Company average holding in at 8.6!

Top delivery and takeout tips

1. Rejected orders - We had a total of 7 orders rejected by locations this week. That rejected order will negatively impact your skip score for as much as 28 days until it falls of the feedback cycle. Rejected orders usually happen either in the down time when people are not paying attention to the delivery tablet or during peak revenue periods where a server is potentially ringing in an order while 1 or more new orders are waiting to be accepted.

Best practices are as follows:

- a. Always accept an order before beginning to ring it in, this will avoid the order timing out and being rejected.
- b. If you are already paying for X-dine and are a squirrel location, integration with delivery providers is very affordable and makes this process as easy as hitting the

“accept order” button, the order then simply goes through x-dine into your squirrel posi system in seconds.

- c. During down time you should move the tablet to where the work is being done. Example - if servers are performing side duties, they can take the tablet where they are working. If you are integrated, you can give the table to a kitchen employee who can accept the order and it will print on a bill in the kitchen in seconds.
2. Advertise that you do delivery and takeout, especially in today’s ongoing climate of Covid uncertainty. Try doing social media posts, banners on your building, and/or vinyl stickers on your front door telling the world you are open for delivery and takeout. You never know who might order from you if they know they can!
3. Including a dine in bounce back coupon in delivery orders that expires February 28, this is a great way to encourage guests ordering delivery and takeout to come visit you in person in the coming weeks and months. At our corporate location we are planning to include a \$5 dine in comeback card for orders under \$50 and \$10 card in orders over \$5.

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

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	51	2	1	0	15	0	\$2,132.55	\$41.81	5.6	2.2	0.91	9.8
Smitty's (18th St.)	Brandon	126	3	0	0	20	1	\$4,170.96	\$33.10	5.3	2.81	0.3	9.7
Smitty's (Albert St. N)	Regina	125	1	0	0	25	4	\$4,401.47	\$35.21	4.85	1.38	0.27	9.7
Smitty's (Main St. N)	Moose Jaw	44	1	0	0	5	3	\$1,288.47	\$29.28	2	3.82	0.25	9.7
Smitty's (Leva Ave.)	Penhold	30	1	0	0	3	2	\$1,276.35	\$42.54		1.58	0.35	9.5
Smitty's (Manning Crossing)	Edmonton	185	2	2	0	31	6	\$6,589.91	\$35.62	3.25	2.51	0.39	9.5
Smitty's (Preston Ave. S)	Saskatoon	70	1	0	0	13	1	\$2,375.41	\$33.93	1	2.23	0.25	9.5
Smitty's (Princess St.)	Kingston	74	1	1	0	14	1	\$2,630.45	\$35.55	1	3.4	0.22	9.5
Smitty's (44th St.)	Lloydminster	58	1	0	0	8	1	\$2,125.30	\$36.64	2.78	1.89	0.17	9.2
Smitty's (48th Ave.)	Camrose	68	5	1	0	12	1	\$2,638.76	\$38.81	2.44	1.37	0.45	9.2
Smitty's (Park Rd. W)	Blumenort	55	3	4	0	14	2	\$2,311.09	\$42.02		2.72	0.45	9.1
Smitty's (Stony Plain Rd. NW)	Edmonton	67	1	0	0	14	3	\$2,177.79	\$32.50	3	1.18	0.41	9.1
Smitty's Family Restaurant Comox (Comox)	Comox	12	0	0	0	4	0	\$315.11	\$26.26	33	1.84	0.37	9.1
Smitty's (50th Ave.)	Leduc	76	0	1	1	9	1	\$2,626.91	\$34.56	2.1	2.34	0.5	9
Smitty's (Westwood Dr.)	Winnipeg	85	3	0	0	20	1	\$3,367.81	\$39.62	2.8	3.39	0.28	9
Smitty's (Kenaston Blvd.)	Winnipeg	137	6	3	0	23	3	\$4,926.79	\$35.96	3.36	3.37	0.3	8.8
Smitty's (McPhillips St.)	Winnipeg	168	5	0	1	26	6	\$6,211.23	\$36.97	3.52	4.43	0.25	8.7
Smitty's (Regent Ave. W)	Winnipeg	197	9	4	1	18	12	\$7,421.95	\$37.67	2.92	3.36	0.58	8.7
Smitty's (37th St. SW)	Calgary	26	0	1	1	5	0	\$927.00	\$35.65	6.21	1.95	0.95	8.5
Smitty's (Henderson Hwy.)	Winnipeg	222	7	3	0	23	11	\$8,120.99	\$36.58	2.97	3.48	0.53	8.5
Smitty's (Primrose Dr.)	Saskatoon	25	1	0	0	2	3	\$751.05	\$30.04	3	4.03	0.27	8.5
Smitty's (St James St.)	Winnipeg	194	5	4	0	25	8	\$7,384.52	\$38.06	1.67	3.17	0.28	8.5
Smitty's (114th Ave. NW)	Edmonton	41	1	0	0	12	2	\$1,358.79	\$33.14	2.33	3.08	0.52	8.4
Smitty's (Meadowood Dr.)	Winnipeg	164	4	2	0	19	3	\$5,878.02	\$35.84	3.7	3.44	0.32	8.4
Smitty's (66th St. NW)	Edmonton	45	0	1	1	8	2	\$1,472.90	\$32.73	2.6	3.78	0.85	8.2
Smitty's (135 Ave. NW)	Edmonton	47	0	2	0	6	5	\$1,738.98	\$37.00	2.9	2.31	0.73	8.2
Smitty's (2835 Pembina Hwy.)	Winnipeg	141	6	2	1	18	5	\$4,437.44	\$31.47	3.25	3.42	0.55	8.2
Smitty's (Aquitania Blvd. W)	Lethbridge	103	4	0	0	18	1	\$3,232.60	\$31.38	9.4	2.61	0.24	8.2
Smitty's (Nelson Dr.)	Spruce Grove	79	1	0	0	10	2	\$2,780.28	\$35.19	2.57	2.25	0.39	8.2
Smitty's (Tenth St.)	Nanaimo	86	1	2	0	12	8	\$3,259.23	\$37.90	6.59	2.19	0.68	8.2
Smitty's (580 Pembina Hwy.)	Winnipeg	109	5	0	0	14	6	\$3,832.51	\$35.16	3.38	2.89	0.47	8
Smitty's (Island Hwy.)	Nanaimo	111	1	1	0	13	7	\$3,771.53	\$33.98	3.79	3.9	0.37	7.9
Smitty's (9640 Macleod Trl.)	Calgary	17	2	0	1	2	1	\$531.89	\$31.29	3	3.36	0.52	7.7
Smitty's (Strathmoor Dr.)	Sherwood Park	28	1	0	0	1	3	\$1,057.84	\$37.78	2.14	2.21	0.57	7.7
Smitty's (McCarthy Blvd. N)	Regina	25	0	0	0	6	1	\$924.96	\$37.00	2	3.86	0.56	7.5
Smitty's (Highland Ave.)	Brandon	19	0	0	0	4	0	\$621.76	\$32.72	1	3.46	0.36	7.2
Smitty's (Gibson Dr.)	Mount Pearl	34	3	1	0	4	3	\$954.22	\$28.07	2.25	4.51	0.65	6.7
Smitty's (Rowan St.)	St. John's	30	0	0	0	2	3	\$978.15	\$32.61	2.2	5.53	0.53	6.7