



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 188/21

DATE: December 16, 2021
TO: All Franchisees and Corporate Managers
FROM: Jason Kaytor - Vice President of Operations
RE: **Weekly Skip Report- Week of December 6, 2021**

Hello Everyone,

Congratulations to this week’s top performers. The company average has dropped to 8.5 this week.

Smitty's (E Hills Blvd. SE)	Calgary	9.9
Smitty's (Albert St. N)	Regina	9.8
Smitty's Family Restaurant Comox (Comox Ave.)	Comox	9.8
Smitty's (18th St.)	Brandon	9.7
Smitty's (Princess St.)	Kingston	9.6
Smitty's (Stony Plain Rd. NW)	Edmonton	9.6

Top tips for this coming week:

1. Your key performance indicators on Skip the dishes are compared to your competitors within your 15-minute drive circle; see how you compare Courier hold time and confirmation time.

1 min 2 sec confirmation time

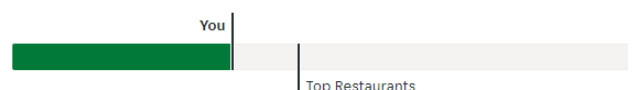
Your average in the last 28 days



Average Confirmation Time

1 min 8 sec courier hold time

Your average in the last 28 days



Average Courier Hold Time



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2. Do not forget to update your holiday hours for next week on your platforms.... You can do this on the business hours tab and click the “add holiday hours.”
3. Order push times are starting to increase significantly. It would be best to consider adjusting your standard prep time up slightly to avoid increasing that time when accepting orders. This will help manage your customer’s expectations for delivery times and reduce negative feedback.

Warmest regards,

Jason Kaytor

Jason Kaytor

Vice President of Operations



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Restaurant Name	City	Completed Orders	Pick up Orders	Customer Rejected	Restaurant Rejected	Positive Reviews	Negative Reviews	Food Subtotal	AOV	Push Avg Min	Resto Hold Avg	Time To Accept	Skip Score
Smitty's (E Hills Blvd. SE)	Calgary	51	1	0	0	13	3	\$2,145.57	\$42.07	6.81	2.23	1.12	9.9
Smitty's (Albert St. N)	Regina	126	7	1	0	23	1	\$4,365.12	\$34.64	4.58	1.64	0.31	9.8
Smitty's Family Restaurant Comox	Comox	12	1	0	0	5	1	\$418.94	\$34.91		1.66	0.66	9.8
Smitty's (18th St.)	Brandon	113	1	0	1	19	5	\$3,659.63	\$32.39	4.09	3.08	0.31	9.7
Smitty's (Princess St.)	Kingston	76	2	0	0	17	3	\$2,613.34	\$34.39		2.91	0.22	9.6
Smitty's (Stony Plain Rd. NW)	Edmonton	97	1	1	0	18	5	\$3,870.97	\$39.91	2.5	1.28	0.89	9.6
Smitty's (Aquitania Blvd. W)	Lethbridge	125	5	0	0	18	3	\$4,028.99	\$32.23	4.02	3.98	0.28	9.3
Smitty's (Preston Ave. S)	Saskatoon	63	0	2	0	7	0	\$2,428.03	\$38.54	3	2.6	0.23	9.3
Smitty's (48th Ave.)	Camrose	51	1	0	0	8	2	\$1,770.72	\$34.72	2.71	1.56	0.46	9.2
Smitty's (114th Ave. NW)	Edmonton	90	0	1	0	21	6	\$3,093.03	\$34.37	3.34	2.43	0.63	9.2
Smitty's (Manning Crossing)	Edmonton	153	0	1	0	29	4	\$5,159.34	\$33.72	4.26	2.74	0.45	9.1
Smitty's (McCarthy Blvd. N)	Regina	48	1	0	0	17	2	\$1,573.72	\$32.79		1.8	0.68	9.1
Smitty's (37th St. SW)	Calgary	32	0	1	0	3	4	\$1,115.71	\$34.87	8	3.35	2.2	9
Smitty's (44th St.)	Lloydminster	68	0	0	0	12	1	\$2,077.52	\$30.55	1.78	1.56	0.19	9
Smitty's (50th Ave.)	Leduc	93	0	0	0	14	4	\$3,031.14	\$32.59	2.78	2.75	0.28	9
Smitty's (Highland Ave.)	Brandon	31	3	0	0	4	3	\$1,138.49	\$36.73	1.5	2.02	0.53	9
Smitty's (Leva Ave.)	Penhold	22	2	0	0	6	1	\$765.26	\$34.78	1	0.86	0.32	9
Smitty's (Nelson Dr.)	Spruce Grove	112	1	0	0	12	2	\$3,962.16	\$35.38	2.8	2.95	0.42	9
Smitty's (McPhillips St.)	Winnipeg	177	4	1	1	30	9	\$6,151.94	\$34.76	4.55	4.05	0.34	8.8
Smitty's (Kenaston Blvd.)	Winnipeg	122	4	1	2	22	1	\$4,593.09	\$37.65	3.19	4.3	0.38	8.6
Smitty's (Park Rd. W)	Blumenort	68	3	0	0	8	0	\$2,860.80	\$42.07	2	2.41	0.31	8.3
Smitty's (Westwood Dr.)	Winnipeg	61	3	0	0	7	3	\$2,308.94	\$37.85	3	4.69	0.28	8.3
Smitty's (2835 Pembina Hwy.)	Winnipeg	175	8	3	2	29	8	\$5,517.21	\$31.53	3.5	3.28	0.66	8.2
Smitty's (Henderson Hwy.)	Winnipeg	244	6	1	0	34	9	\$8,798.84	\$36.06	3.35	4.02	0.54	8.2
Smitty's (St James St.)	Winnipeg	191	6	3	0	26	5	\$7,587.40	\$39.72	4.5	2.92	0.31	8.2
Smitty's (580 Pembina Hwy.)	Winnipeg	143	4	0	0	27	3	\$4,928.68	\$34.47	2.6	3.11	0.37	8.1
Smitty's (Main St. N)	Moose Jaw	27	2	0	0	1	2	\$908.72	\$33.66		1.42	0.25	8
Smitty's (Meadowood Dr.)	Winnipeg	156	6	0	2	13	7	\$5,835.55	\$37.41	3.26	3.99	0.47	8
Smitty's (66th St. NW)	Edmonton	46	0	0	0	7	3	\$1,380.30	\$30.01	1	3.18	0.58	7.9
Smitty's (135 Ave. NW)	Edmonton	38	2	1	0	8	1	\$1,525.91	\$40.16	2.75	3.13	0.79	7.7
Smitty's (Gibson Dr.)	Mount Pearl	25	1	3	1	4	1	\$1,073.03	\$42.92	2.2	5.64	0.46	7.7
Smitty's (9640 Macleod Trl.)	Calgary	15	2	0	0	0	1	\$558.07	\$37.20	6.5	1.61	0.51	7.5
Smitty's (Island Hwy.)	Nanaimo	108	2	1	0	18	4	\$3,331.11	\$30.84	3.55	2.74	0.4	7.4
Smitty's (Regent Ave. W)	Winnipeg	110	3	2	0	8	5	\$3,979.81	\$36.18	3.68	3.46	0.69	7.4
Smitty's (Tenth St.)	Nanaimo	76	1	1	0	14	3	\$2,852.17	\$37.53	3.21	2.98	0.5	7.4
Smitty's (Rowan St.)	St. John's	18	0	0	0	5	4	\$580.14	\$32.23	4	3.17	0.46	7
Smitty's (Primrose Dr.)	Saskatoon	14	0	0	0	4	0	\$527.82	\$37.70		1.8	0.22	6.7
Smitty's (Strathmoor Dr.)	Sherwood Park	21	0	1	0	5	2	\$809.07	\$38.53	2.5	3.48	0.68	6.7