



**SMITTY'S CANADA INC.**

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

**BULLETIN #196/21**

DATE: December 22, 2021  
TO: All Franchisees and Corporate Managers  
FROM: Crystal Davies - Business Intelligence and Operations Manager  
RE: **Weekly Skip Report – Week of December 13<sup>th</sup>**

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Hello All,

Congrats to our top performers this week!

Smitty's (E Hills Blvd. SE)	Calgary	9.8
Smitty's (Albert St. N)	Regina	9.6
Smitty's (Stony Plain Rd. NW)	Edmonton	9.6
Smitty's (18th St.)	Brandon	9.4
Smitty's (McCarthy Blvd. N)	Regina	9.4
Smitty's (Preston Ave. S)	Saskatoon	9.4
Smitty's (Princess St.)	Kingston	9.4
Smitty's (Comox Ave.)	Comox	9.4

**Holiday Reminder**

Christmas is almost here! Don't forget to update your Hours of Operations on your delivery platform!

**Did you know about the Communication Tool on the Skip tablet?**

1. You can create a ticket under Admin and Editor users. You will see a message tab on the left-hand menu navigation
2. You can respond via email or right in the portal.
  - Emails are sent to the email address you have submitted while filling out the form.
  - You can respond from that email address, which will reflect in the Portal
  - Any Admin/Editor user at the restaurant can view/respond to the case, even if it was created by someone else
3. You will then have the ability to view and search all requests associated with your location



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4. You can also view a status guide of your ticket status

STATUS IN PORTAL	WHEN IT IS USED
Submitted	New case has been created.
In progress	Skip has picked up the ticket
Response received	Skip has received the message
Awaiting your reply	Skip has responded
Complete	Complete, cancelled, or unanswered after 72 hours

**Tips for increasing Customer Feedback and Satisfaction**

If your Skip Score is low and you are looking to raise your Score in the New Year, she can be a great resource. She can give great advice and tips on where you need to focus. Setting up weekly calls and utilizing her knowledge is highly recommended!

I encourage you to reach out to her at any time for assistance.

Maria Donaghy [maria.donaghy@justeattakeaway.com](mailto:maria.donaghy@justeattakeaway.com)

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

Warmest regards,

Crystal Davies

Business Intelligence and Operations Manager