



SMITTY'S CANADA INC.
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Bulletin #206/21

DATE: January 6, 2022
 TO: All Locations
 FROM: Jason Kaytor – Vice President of Operations
 RE: **Weekly Skip Report – Week of December 27th**

Congratulations to this week’s top performers!

Smitty's (E Hills Blvd. SE)	Calgary	9.8
Smitty's (44th St.)	Lloydminster	9.7
Smitty's (Albert St. N)	Regina	9.6
Smitty's (48th Ave.)	Camrose	9.5
Smitty's (Preston Ave. S)	Saskatoon	9.4

Company average score has fallen to 9.4 😞

Top tips

1. Using the “message us” feature on your skip portal is a quick and easy way to communicate with Skip the dishes regarding any number of issues, questions or concerns you may have.
2. By adding final hot-held sauces like Hollandaise on eggs benedict or gravy on the turkey dinner as the last step before packaging the order will help ensure the hottest and best quality product arrives to your takeout guests.
3. Mini donuts continue to be in the top 10 selling items on skip the dishes. They travel well in delivery packaging, including a complimentary half order in your delivery orders with a personalized “thank you for ordering” message is an inexpensive way to increase your positive guest sentiment and also introduce these guests to a new menu item at Smitty’s that is craveable enough to make them think about your location when choosing where to order from or visit in person in the future.

Please feel free to reach out if you have any questions or concerns.

Yours truly,

Jason Kaytor

Jason Kaytor
 SMITTY’S CANADA INC.

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	71	2	0	0	17	0	\$3,104.60	\$43.73	4.3	2.89	1.07	9.8
Smitty's (44th St.)	Lloydminster	63	1	0	0	9	1	\$2,080.96	\$33.03	1.25	1.94	0.19	9.7
Smitty's (Albert St. N)	Regina	94	2	0	0	13	0	\$3,260.99	\$34.69	4.37	2.21	0.3	9.6
Smitty's (48th Ave.)	Camrose	84	2	0	0	17	0	\$3,510.97	\$41.80	2.33	2.43	0.42	9.5
Smitty's (Preston Ave. S)	Saskatoon	77	1	0	0	17	1	\$2,675.95	\$34.75		2.62	0.31	9.4
Smitty's (18th St.)	Brandon	95	2	0	0	18	3	\$3,331.76	\$35.07	5.09	4.02	0.31	9.3
Smitty's (Highland Ave.)	Brandon	30	1	0	0	4	1	\$1,122.84	\$37.43	2	3.22	0.41	9.3
Smitty's (Leva Ave.)	Penhold	40	2	0	0	6	1	\$1,345.47	\$33.64	4	1.21	0.34	9.3
Smitty's (McCarthy Blvd. N)	Regina	77	2	0	0	25	0	\$2,647.00	\$34.38	2.75	1.96	0.65	9.3
Smitty's (Princess St.)	Kingston	70	2	0	0	14	1	\$2,214.25	\$31.63	3	4.26	0.24	9.3
Smitty's Family Restaurant Comox (Comox)	Comox	13	2	0	0	4	0	\$491.73	\$37.83		3.48	0.41	9.2
Smitty's (Kenaston Blvd.)	Winnipeg	192	6	3	1	33	2	\$7,121.10	\$37.09	3.02	4.73	0.4	9.1
Smitty's (Stony Plain Rd. NW)	Edmonton	64	0	1	0	20	2	\$2,561.80	\$40.03	2.75	2.29	0.61	9.1
Smitty's (Manning Crossing)	Edmonton	143	0	0	2	27	3	\$4,974.60	\$34.79	2.87	2.24	0.44	8.8
Smitty's (580 Pembina Hwy.)	Winnipeg	234	4	1	1	38	11	\$8,472.78	\$36.21	3.3	3.44	0.67	8.7
Smitty's (135 Ave. NW)	Edmonton	98	1	2	0	25	3	\$3,988.77	\$40.70	1.8	2.85	0.9	8.6
Smitty's (Nelson Dr.)	Spruce Grove	114	1	1	0	27	3	\$4,098.92	\$35.96	2.9	3.22	0.46	8.5
Smitty's (Park Rd. W)	Blumenort	90	2	1	0	11	1	\$3,827.53	\$42.53	2	3.41	0.52	8.5
Smitty's (114th Ave. NW)	Edmonton	44	1	1	0	7	3	\$1,736.70	\$39.47	3.37	2.28	0.52	8.4
Smitty's (Aquitania Blvd. W)	Lethbridge	136	1	0	0	19	6	\$5,683.30	\$41.79	5.85	4.77	0.26	8.4
Smitty's (Henderson Hwy.)	Winnipeg	358	6	3	0	50	7	\$14,696.85	\$41.05	3.35	3.27	0.76	8.4
Smitty's (50th Ave.)	Leduc	70	2	0	0	11	1	\$2,645.34	\$37.79	2.22	2.17	0.51	8.3
Smitty's (McPhillips St.)	Winnipeg	186	6	4	0	33	6	\$7,362.77	\$39.58	3.57	3.94	0.35	8.2
Smitty's (Primrose Dr.)	Saskatoon	36	1	0	0	5	3	\$1,290.85	\$35.86		3.2	0.35	8.2
Smitty's (St James St.)	Winnipeg	244	6	1	0	54	5	\$9,446.96	\$38.72	2.3	2	0.36	8.2
Smitty's (Strathmoor Dr.)	Sherwood Park	19	0	0	0	3	1	\$686.40	\$36.13	2.6	1.39	0.69	8.2
Smitty's (66th St. NW)	Edmonton	47	0	0	0	7	1	\$1,715.60	\$36.50	1.33	4.82	0.4	8.1
Smitty's (Meadowood Dr.)	Winnipeg	184	3	2	1	25	4	\$6,682.29	\$36.32	2.7	3.43	0.43	8.1
Smitty's (2835 Pembina Hwy.)	Winnipeg	178	10	1	1	24	0	\$6,330.90	\$35.57		4.04	0.5	7.9
Smitty's (Westwood Dr.)	Winnipeg	71	0	0	0	15	1	\$2,768.04	\$38.99	5.73	5.43	0.37	7.9
Smitty's (Tenth St.)	Nanaimo	26	5	0	0	3	2	\$1,094.23	\$42.09	2	2.21	0.32	7.6
Smitty's (Regent Ave. W)	Winnipeg	153	2	1	0	21	8	\$6,036.85	\$39.46	3.71	3.96	0.7	7.5
Smitty's (Island Hwy.)	Nanaimo	42	4	1	0	7	2	\$1,575.38	\$37.51	7.4	3.93	0.39	7.4
Smitty's (Main St. N)	Moose Jaw	43	2	1	0	9	0	\$1,799.69	\$41.85	4	4.67	0.57	7.2
Smitty's (37th St. SW)	Calgary	16	0	0	0	5	0	\$524.51	\$32.78	6.25	3.68	1.54	6.9
Smitty's (Gibson Dr.)	Mount Pearl	18	1	0	0	5	2	\$743.07	\$41.28	1.86	3.22	0.56	6.8
Smitty's (9640 Macleod Trl.)	Calgary	15	2	0	0	2	0	\$587.29	\$39.15	4.25	2.02	0.49	6.7
Smitty's (Rowan St.)	St. John's	41	1	2	0	6	4	\$1,423.97	\$34.73	2.22	3.41	0.64	6.7