



**SMITTY'S CANADA INC.**

#500, 501 – 18<sup>TH</sup> AVENUE SW  
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**BULLETIN #20/21**

DATE: January 28, 2021  
TO: All Franchisees and Corporate Managers  
FROM: Jason Kaytor  
RE: **Weekly Skip Reporting – Week of January 18<sup>th</sup>**

Hello Everyone,

Shout out to our top 5 this week!

Leduc (50th Ave.)	9.7
Kingston (Princess St.)	9.7
Winnipeg (St James St.)	9.7
Winnipeg (Regent Ave. W)	9.6
Winnipeg (580 Pembina Hwy.)	9.5

Our National chain average this week is 8.8! Seriously great work everyone. Look at how small the list in red is at the bottom of the report this week!

Top 3 Delivery and takeout focus points

1. There is a separate bulletin with a couple of new items. Programming should be in your squirrel systems next week followed shortly by the delivery platforms. Make sure to review these two items with your teams:
  - i. Sub “Loaded” Shredded Hash Browns
  - ii. Sub “Cinnamon swirl” pancakes
2. Including a business card from your location with a note on the back, “please contact me directly with any questions or concerns” helps to reduce the number of times a guest will just give you the thumbs down feedback if they feel like they can call you directly with an issue.
3. What are your stores top 10 selling delivery and take-out items? Reviewing these recipes and packaging standards with your team will help ensure that you are delivering the best possible experience to the majority of your delivery and take-out customers.

Please do not hesitate to contact me directly should you have any questions or concerns at [jkaytor@smittys.ca](mailto:jkaytor@smittys.ca) or 403-930-8741.

Yours truly,  
SMITTY’S CANADA INC.

*Jason Kaytor*

Jason Kaytor  
Vice President of Operations

Restaurant Name	City	Completed Orders	Customer		Restaurant		Positive Reviews	Negative Reviews	Food Subtotal	AOV	Order Push Avg Min	Resto Hold Avg	Resto Time	
			Rejected Orders	Rejected Orders	Positive Reviews	Negative Reviews							To Accept Avg Min	Skip Score
50th Ave.	Leduc	76	0	0	15	0	\$2,405.51	\$31.65			0.86	0.23	9.7	
Princess St.	Kingston	92	0	0	17	1	\$2,831.67	\$30.78			2.25	0.16	9.7	
St James St.	Winnipeg	371	4	0	84	8	\$14,030.98	\$37.82	1.01		2.14	0.38	9.7	
Regent Ave. W	Winnipeg	239	0	0	49	5	\$8,956.71	\$37.48	1.26		3.09	0.34	9.6	
580 Pembina Hwy.	Winnipeg	217	1	0	55	0	\$6,706.46	\$30.91	5.09		2.62	0.63	9.5	
2835 Pembina Hwy.	Winnipeg	274	1	0	50	6	\$8,515.44	\$31.08	1.02		2.09	0.38	9.5	
George St. N	Peterborough	124	0	0	34	1	\$3,629.20	\$29.27	2.29		3.62	0.29	9.5	
18th St.	Brandon	106	2	0	17	3	\$3,184.73	\$30.04	5.09		1.76	0.33	9.4	
9640 Macleod Trl.	Calgary	48	1	0	7	4	\$1,639.78	\$34.16			1.8	0.35	9.4	
East Lake Cres. NE	Airdrie	75	3	0	15	1	\$2,378.45	\$31.71	2.17		1.4	0.53	9.4	
Highland Ave.	Brandon	76	3	0	16	4	\$2,464.90	\$32.43	2.33		1.65	0.33	9.4	
Main St. N	Moose Jaw	37	0	0	4	0	\$1,151.04	\$31.11	2		2.42	0.37	9.4	
Meadowood Dr.	Winnipeg	196	2	0	35	8	\$6,258.39	\$31.93	1.26		1.97	0.39	9.4	
Preston Ave. S	Saskatoon	58	0	0	9	0	\$1,760.74	\$30.36			1.92	0.19	9.4	
Henderson Hwy.	Winnipeg	262	2	0	50	3	\$9,601.42	\$36.65	1.22		2.2	0.27	9.3	
E Hills Blvd. SE	Calgary	55	0	0	14	3	\$2,137.42	\$38.86	4		1.52	0.5	9.2	
Kenaston Blvd.	Winnipeg	113	0	0	24	3	\$3,732.12	\$33.03	2.5		2.79	0.34	9.2	
McPhillips St.	Winnipeg	161	0	0	24	4	\$5,307.52	\$32.97	1.03		2.57	0.33	9.2	
Nelson Dr.	Spruce Grove	90	1	0	12	2	\$2,858.31	\$31.76	2.76		2.98	0.54	9.2	
Aquitania Blvd. W	Lethbridge	106	0	0	19	1	\$3,654.94	\$34.48	6.37		2.04	0.37	9	
44th St.	Lloydminster	40	0	0	9	1	\$1,079.08	\$26.98	2.5		1.33	0.18	8.9	
Tenth St.	Nanaimo	74	0	0	12	1	\$2,408.09	\$32.54	4.61		1.83	0.91	8.8	
114th Ave. NW	Edmonton	55	0	0	7	1	\$1,765.36	\$32.10	1.69		3.55	0.48	8.7	
Stony Plain Rd. NW	Edmonton	51	0	0	9	1	\$1,590.56	\$31.19			1.1	0.74	8.6	
Leva Ave.	Penhold	20	0	0	8	1	\$764.31	\$38.22			2.56	0.4	8.5	
Albert St. N	Regina	114	2	0	20	1	\$3,528.81	\$30.95	2.12		1.83	0.29	8.4	
Manning Crossing	Edmonton	81	0	0	11	1	\$2,487.89	\$30.71	2.44		1.58	0.28	8.4	
135 Ave. NW	Edmonton	48	0	0	12	1	\$1,671.78	\$34.83	4		4.61	0.45	8.3	
Island Hwy.	Nanaimo	114	1	1	19	8	\$3,570.90	\$31.32	3.62		3.15	0.36	8.3	
37th St. SW	Calgary	17	0	0	2	0	\$480.55	\$28.27			1.32	0.44	8.2	
Westwood Dr.	Winnipeg	78	1	0	13	0	\$2,729.59	\$34.99	3.65		2.08	0.37	8	
Primrose Dr.	Saskatoon	19	0	0	2	0	\$761.68	\$40.09			2.37	0.66	7.8	
McCarthy Blvd. N	Regina	3	0	0	0	1	\$72.72	\$24.24	9.33			0.37	7.5	
Memorial Dr. NE	Calgary	14	1	1	2	0	\$515.20	\$36.80	4		5.02	0.37	7.2	
Gibson Dr.	Mount Pearl	42	0	1	6	3	\$1,273.06	\$30.31	4.25		1.5	0.28	6.7	
Rowan St.	St. John's	37	1	0	4	2	\$1,200.65	\$32.45	4.56		2.48	0.62	6.7	

National Chain Average

8.81