



SMITTY'S CANADA INC.

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BULLETIN #25/21

DATE: February 10, 2021
TO: All Franchisees and Corporate Managers
FROM: Jason Kaytor
RE: **Weekly Skip Reporting – Week of February 1st**

Hello Everyone,

Congratulations to Winnipeg - 580 Pembina and Kingston for sharing the top spot at 9.7! We have a top 7 this week with a log jam at 9.5, great work.

(Winnipeg - 580 Pembina Hwy.)	9.7
(Kingston - Princess St.)	9.7
(Leduc - 50th Ave.)	9.6
(Winnipeg - Regent Ave. W)	9.6
(Winnipeg - 2835 Pembina Hwy.)	9.5
(Winnipeg - Henderson Hwy.)	9.5
(Winnipeg - St. James St.)	9.5

Delivery and take-out top 3 tips:

1. As we move into reopening in many regions, as well as remain open in others, it is important to continue to remain vigilant on keeping high standards for your take-out and delivery guests. Especially with the upcoming Valentine’s and Family Day weekend. If you feel like your operations and returning staff will be overwhelmed by volume, be sure to adjust prep times on your xDine, DoorDash, Skip the Dishes, Uber and/or Feastify tablets accordingly.
2. Keeping your pick-up area socially distanced from your front entrance waiting area on this busy dine-in weekend is an important step in your commitment to the health and safety of your teams and guests. Some steps locations have taken include:
 - a. If possible, use a back or side entrance for delivery pick-up that is separate from the main entrance. Proper signage is required as well as instruction on your delivery tablets for drivers, where available.
 - b. Because we are open on limited capacities, some locations are pulling a few tables together 6 feet away from the entrance with social distancing stickers on the floor for delivery and pick-up drivers to wait as we bring out the order to them at that “station”.
3. Surprise and Delight Items - As part of this upcoming weekend, we have suggested including some fun Valentine’s Day candy with each order. For National Pancake Day (February 16) with orders over \$15.00, include a package of retail pancake mix. Including these types of “surprise and delight” items helps to increase positive online feedback which is part of your online sentiment within your market.

Please do not hesitate to contact me directly should you have any questions or concerns at 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 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
(580 Pembina Hwy.)	Winnipeg	317	6	1	63	7	\$10,160.18	\$32.05	4.33	2.85	0.75	9.7
(Princess St.)	Kingston	104	0	0	13	1	\$2,969.24	\$28.55	2	1.77	0.15	9.7
(50th Ave.)	Leduc	78	0	0	14	1	\$2,608.26	\$33.44	2	0.96	0.21	9.6
(Regent Ave. W)	Winnipeg	268	0	0	38	5	\$9,393.75	\$35.05	1.32	2.62	0.36	9.6
(2835 Pembina Hwy.)	Winnipeg	294	2	0	66	4	\$8,879.61	\$30.20	1.14	1.8	0.38	9.5
(Henderson Hwy.)	Winnipeg	308	0	0	58	6	\$10,831.17	\$35.17	1.26	2.42	0.31	9.5
(St James St.)	Winnipeg	418	3	0	83	4	\$14,189.56	\$33.95	1.03	1.78	0.42	9.5
(Aquitania Blvd. W)	Lethbridge	139	3	0	32	4	\$4,319.99	\$31.08	6.27	1.72	0.34	9.4
(East Lake Cres. NE)	Airdrie	43	1	0	8	0	\$1,310.83	\$30.48	2.52	0.83	0.43	9.4
(George St. N)	Peterborough	101	0	0	20	0	\$3,019.84	\$29.90		2.9	0.26	9.4
(Main St. N)	Moose Jaw	33	0	0	1	0	\$1,110.83	\$33.66	4.5	4.59	0.27	9.4
(Nelson Dr.)	Spruce Grove	73	0	0	11	2	\$2,289.22	\$31.36	2.31	2.09	0.62	9.4
(18th St.)	Brandon	115	0	0	17	5	\$3,644.05	\$31.69	4.11	1.44	0.31	9.3
(McPhillips St.)	Winnipeg	199	4	0	34	3	\$7,796.87	\$39.18	1.05	2.68	0.42	9.3
(Meadowood Dr.)	Winnipeg	207	2	0	44	8	\$6,604.68	\$31.91	1.41	5.47	0.36	9.3
(Preston Ave. S)	Saskatoon	56	0	0	2	1	\$1,735.67	\$30.99		2.97	0.21	9.3
(Tenth St.)	Nanaimo	79	2	0	14	3	\$2,436.28	\$30.84	3.84	1.81	1	9.3
(Albert St. N)	Regina	124	1	0	22	1	\$4,119.80	\$33.22	1.74	1.57	0.27	9.2
(E Hills Blvd. SE)	Calgary	63	0	0	16	0	\$2,596.81	\$41.22	4.66	1.51	0.63	9.2
(Westwood Dr.)	Winnipeg	105	0	0	7	3	\$3,667.28	\$34.93	3.24	3.18	0.46	9.2
(37th St. SW)	Calgary	54	0	0	10	3	\$1,703.86	\$31.55	4	1.83	0.44	9.1
(9640 Macleod Trl.)	Calgary	45	1	0	13	1	\$1,588.48	\$35.30	2	2.55	0.37	9
(Highland Ave.)	Brandon	37	1	0	9	1	\$1,081.43	\$29.23	1.5	2.67	0.67	9
(Kenaston Blvd.)	Winnipeg	194	0	1	35	5	\$6,234.40	\$32.14	3.76	2.2	0.47	9
(44th St.)	Lloydminster	51	0	0	3	1	\$1,733.43	\$33.99	2.08	1.66	0.27	8.9
(Stony Plain Rd. NW)	Edmonton	61	0	0	15	1	\$1,983.41	\$32.51	3	0.95	0.36	8.9
(114th Ave. NW)	Edmonton	38	0	0	6	2	\$1,255.05	\$33.03	2.36	2.37	0.58	8.7
(Manning Crossing)	Edmonton	98	1	0	20	2	\$3,328.45	\$33.96	2.5	1.08	0.3	8.6
(Primrose Dr.)	Saskatoon	10	0	0	1	1	\$312.25	\$31.23		2.85	0.31	8.4
(Island Hwy.)	Nanaimo	89	0	0	20	4	\$2,683.30	\$30.15	2.48	3.08	0.33	8.2
(135 Ave. NW)	Edmonton	44	0	0	12	0	\$1,533.37	\$34.85	2.82	2.67	0.36	8.1
(Rowan St.)	St. John's	39	0	0	6	1	\$1,339.72	\$34.35	3.45	3.03	0.67	7
(Gibson Dr.)	Mount Pearl	36	0	0	9	0	\$1,123.82	\$31.22	3.29	2.75	0.64	6.7