



**SMITTY'S CANADA INC.**

#500, 501 – 18<sup>TH</sup> AVENUE SW  
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**BULLETIN #28/21**

DATE: February 18, 2021  
TO: All Franchisees and Corporate Managers  
FROM: Jason Kaytor  
RE: **Weekly Skip Reporting – Week of February 8<sup>th</sup>**

Hello Everyone,

Big congratulations to the top 2, Pembina and Kingston at 9.7!

Had to do top 10 this week instead of top 5 because so many of you are tied up there at 9.5 and 9.6! Great work keeping the brand average at 8.99!

(580 Pembina Hwy.)	Winnipeg	9.7
(Princess St.)	Kingston	9.7
(50th Ave.)	Leduc	9.6
(Albert St. N)	Regina	9.6
(Aquitania Blvd. W)	Lethbridge	9.6
(Henderson Hwy.)	Winnipeg	9.6
(St. James St.)	Winnipeg	9.6
(18th St.)	Brandon	9.5
(2835 Pembina Hwy.)	Winnipeg	9.5
(Regent Ave. W)	Winnipeg	9.5

Top 3 delivery and take-out tips:

1. The Sroka group in Edmonton received some social media recognition from their guests for including a \$5 comeback card inviting them to dine-in with them. Great work getting that guest engagement and based on their response, you will likely see them in your dining room soon!
2. Now that most locations have reopened to Dine-in guests, it is important to maintain the 10% of sales as delivery and take-out by keep your standards high. Assigning one server or bartender to pay attention to the delivery tablets helps to keep the confirmation times manageable and gives you one stop for follow up.
3. Make sure your delivery tablets and x-Dine are updated with your current hours of operation. Skip the Dishes stops accepting orders 30 minutes prior to close and DoorDash 15 minutes. You do not need to adjust the closing time to compensate for late orders just give it your accurate information.

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	Skip Score
			Rejected Orders	Rejected Orders							To Accept Avg Min	
(580 Pembina Hwy.)	Winnipeg	290	3	2	50	11	\$9,869.41	\$34.03	3.87	2.42	0.52	9.7
(Princess St.)	Kingston	144	0	0	21	5	\$4,624.28	\$32.11	3	3.7	0.18	9.7
(50th Ave.)	Leduc	86	0	0	21	0	\$2,686.71	\$31.24	1.36	1.7	0.27	9.6
(Albert St. N)	Regina	181	0	0	27	4	\$6,339.73	\$35.03	2.52	1.78	0.32	9.6
(Aquitania Blvd. W)	Lethbridge	162	2	0	34	2	\$5,129.53	\$31.66	6.08	2.66	0.26	9.6
(Henderson Hwy.)	Winnipeg	324	4	0	58	8	\$11,909.07	\$36.76	1.42	2.4	0.32	9.6
(St James St.)	Winnipeg	351	1	0	59	15	\$12,197.60	\$34.75	1	2.78	0.41	9.6
(18th St.)	Brandon	102	2	1	18	0	\$3,543.76	\$34.74	4.15	2.05	0.35	9.5
(2835 Pembina Hwy.)	Winnipeg	240	1	0	34	7	\$8,539.55	\$35.58	1	2.51	0.35	9.5
(Regent Ave. W)	Winnipeg	227	2	0	28	7	\$8,139.64	\$35.86	1.41	2.93	0.35	9.5
(E Hills Blvd. SE)	Calgary	47	0	0	17	5	\$1,588.72	\$33.80	3.67	2.47	0.58	9.4
(East Lake Cres. NE)	Airdrie	56	1	0	16	3	\$1,706.72	\$30.48	2.61	1.97	0.92	9.4
(George St. N)	Peterborough	108	1	0	27	3	\$3,386.17	\$31.35		2.96	0.26	9.4
(Highland Ave.)	Brandon	54	0	0	11	0	\$1,863.69	\$34.51	1.5	0.72	0.22	9.4
(Leva Ave.)	Penhold	29	0	0	5	0	\$1,018.61	\$35.12	5	1.91	0.8	9.4
(Main St. N)	Moose Jaw	22	0	1	2	1	\$611.11	\$27.78	4	3.16	0.31	9.4
(McPhillips St.)	Winnipeg	160	0	0	25	5	\$5,871.84	\$36.70	1	4.27	0.39	9.4
(Preston Ave. S)	Saskatoon	57	1	0	11	0	\$1,703.83	\$29.89	3	1.84	0.26	9.4
(37th St. SW)	Calgary	52	0	0	14	1	\$1,848.36	\$35.55	4.27	2.92	0.85	9.3
(Nelson Dr.)	Spruce Grove	86	0	0	13	5	\$2,967.86	\$34.51	5.36	5.19	0.39	9.3
(Stony Plain Rd. NW)	Edmonton	95	1	0	23	2	\$3,264.30	\$34.36	3	1.64	0.45	9.3
(Kenaston Blvd.)	Winnipeg	149	1	0	27	6	\$4,905.80	\$32.92	2.75	2.66	0.42	9.2
(Meadowood Dr.)	Winnipeg	199	0	0	32	0	\$7,042.72	\$35.39	1	2.41	0.41	9.2
(9640 Macleod Trl.)	Calgary	49	0	1	9	2	\$1,772.64	\$36.18	4.71	1.99	0.61	9.1
(Tenth St.)	Nanaimo	65	1	0	13	2	\$2,056.18	\$31.63	4.56	2.71	0.92	9.1
(44th St.)	Lloydminster	56	1	0	6	2	\$1,881.61	\$33.60	2.62	1.82	0.24	8.9
(135 Ave. NW)	Edmonton	75	0	0	15	2	\$2,287.45	\$30.50	4.42	2.16	0.39	8.7
(Manning Crossing)	Edmonton	114	1	0	28	2	\$3,626.15	\$31.81	2.19	2.24	0.32	8.7
(Primrose Dr.)	Saskatoon	24	0	0	5	2	\$737.58	\$30.73		1.92	0.32	8.7
(Westwood Dr.)	Winnipeg	113	1	0	18	4	\$4,133.90	\$36.58	2.8	2.48	0.5	8.7
(114th Ave. NW)	Edmonton	26	0	0	5	2	\$799.46	\$30.75	2.2	1.65	0.46	8.1
(Island Hwy.)	Nanaimo	96	0	0	21	6	\$3,052.62	\$31.80	4.19	3.17	0.39	8.1
(48th Ave.)	Camrose	68	0	0	15	3	\$2,500.56	\$36.77	2	3.07	0.45	7.6
(Rowan St.)	St. John's	74	1	1	16	3	\$2,362.48	\$31.93	3	2.04	0.55	7.6
(Strathmoor Dr.)	Sherwood Park	27	0	1	6	0	\$833.72	\$30.88	4.25	1.29	0.76	7.6
(66th St. NW)	Edmonton	21	0	1	5	3	\$596.15	\$28.39	4.5	4.15	0.73	7.5
(Gibson Dr.)	Mount Pearl	85	3	0	18	2	\$3,072.18	\$36.14		1.88	0.3	6.7