



**SMITTY'S CANADA INC.**

#500, 501 – 18<sup>TH</sup> AVENUE SW  
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**BULLETIN #37/21**

DATE: March 4, 2021  
TO: All Franchisees and Corporate Managers  
FROM: Jason Kaytor  
RE: **Weekly Skip Reporting – Week of February 22<sup>nd</sup>**

Hello Everyone,

Big shout out to our top 5 this week! Great work everyone keeping the Brand average over 9 since reopening.

Smitty's (18th St.)	Brandon	9.7
Smitty's (50th Ave.)	Leduc	9.7
Smitty's (Aquitania Blvd. W)	Lethbridge	9.6
Smitty's (Albert St. N)	Regina	9.5
Smitty's (E Hills Blvd. SE)	Calgary	9.5

Quick update that the “tip the restaurant” option has been requested to go back onto our platforms (see Bulletin #34/21).

Top 3 tips of the week for delivery and take-out:

1. The weather is getting nicer in most of the country which means salads will become a more popular item. Putting your dressings on the side and hot proteins in a separate package will help keep a delivery or take-out salads nice and crisp without wilting on the way.
2. Packing hot food in a separate bag from away from cold food and beverages and labelling them i.e.) skip order 4699 Bag 1 of 2 (hot) and bag 2 of 2 (cold). Inform the driver of the hot vs. cold so they do not put the cold items in the warming bag will improve the quality of your delivery or take-out experience.
3. Keeping your delivery apps up to date helps improve the services they provide. Make it part of your weekly routine to update these apps before open one day a week.

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	Customer		Restaurant		Positive Reviews	Negative Reviews	Food Subtotal	AOV	Order Push		Resto Time		Skip Score
		Completed Orders	Rejected Orders	Rejected Orders	Positive Reviews					Negative Reviews	Avg Min	Resto Hold Avg	To Accept Avg Min	
(18th St.)	Brandon	113	0	0	15	4	\$3,720.48	\$32.92	3.64	2.64	0.37	9.7		
(50th Ave.)	Leduc	74	0	0	13	0	\$2,223.24	\$30.04	1.67	1.57	0.29	9.7		
(Aquitania Blvd. W)	Lethbridge	146	1	0	23	6	\$4,838.14	\$33.14	6.37	2	0.32	9.6		
(Albert St. N)	Regina	172	1	0	38	5	\$5,799.57	\$33.72	2.25	1.76	0.26	9.5		
(E Hills Blvd. SE)	Calgary	37	0	0	7	1	\$1,390.56	\$37.58	3.67	2.21	0.53	9.5		
(135 Ave. NW)	Edmonton	83	1	0	9	6	\$2,844.39	\$34.27	5.27	3.23	0.41	9.4		
(2835 Pembina Hwy.)	Winnipeg	249	1	0	46	0	\$7,782.70	\$31.26	1	2.07	0.34	9.4		
(East Lake Cres. NE)	Airdrie	50	0	0	7	5	\$1,462.04	\$29.24	2.26	1.36	0.92	9.4		
(Henderson Hwy.)	Winnipeg	342	2	0	62	8	\$11,846.70	\$34.64	1.16	2.18	0.27	9.4		
(Highland Ave.)	Brandon	52	0	0	10	1	\$1,612.04	\$31.00	2	1.75	0.3	9.4		
(Leva Ave.)	Penhold	11	1	0	2	1	\$349.99	\$31.82	1	1.07	0.51	9.4		
(Meadowood Dr.)	Winnipeg	201	2	0	32	5	\$6,855.33	\$34.11	1	1.77	0.36	9.4		
(Preston Ave. S)	Saskatoon	74	1	0	12	0	\$2,339.57	\$31.62	2	1.96	0.23	9.4		
(Manning Crossing)	Edmonton	144	2	0	30	7	\$4,828.60	\$33.53	2.8	2	0.37	9.3		
(Princess St.)	Kingston	82	1	0	17	0	\$2,465.14	\$30.06	3	2.36	0.22	9.3		
(St James St.)	Winnipeg	284	2	0	58	9	\$10,670.05	\$37.57	1	2.13	0.38	9.3		
(580 Pembina Hwy.)	Winnipeg	205	5	0	34	6	\$6,481.56	\$31.62	3.81	2.8	0.66	9.2		
(9640 Macleod Trl.)	Calgary	38	1	0	7	1	\$1,237.76	\$32.57	5.25	3.43	0.61	9.2		
(George St. N)	Peterborough	90	0	0	21	0	\$2,680.02	\$29.78	1	4.63	0.2	9.2		
(Main St. N)	Moose Jaw	26	0	0	5	1	\$864.59	\$33.25	6.33	2.22	0.41	9.2		
(Kenaston Blvd.)	Winnipeg	88	0	0	15	3	\$2,831.24	\$32.17	1.5	2.18	0.33	9.1		
(Regent Ave. W)	Winnipeg	141	0	0	16	5	\$4,534.66	\$32.16	1.18	2.76	0.31	9.1		
(Stony Plain Rd. NW)	Edmonton	77	0	0	12	5	\$2,451.17	\$31.83	1	0.76	0.4	9.1		
(McPhillips St.)	Winnipeg	145	3	0	22	2	\$5,283.71	\$36.44	1	2.14	0.38	9		
(37th St. SW)	Calgary	43	0	0	7	0	\$1,397.70	\$32.50		1.4	0.46	8.9		
(44th St.)	Lloydminster	43	0	0	11	2	\$1,359.17	\$31.61	2.4	1.05	0.19	8.9		
(48th Ave.)	Camrose	59	0	0	10	2	\$2,149.39	\$36.43	2.25	2.37	0.4	8.8		
(114th Ave. NW)	Edmonton	43	0	0	4	3	\$1,359.04	\$31.61	2	1.86	0.57	8.8		
(Rowan St.)	St. John's	97	0	0	19	0	\$2,929.44	\$30.20	2.91	2.73	0.41	8.8		
(Nelson Dr.)	Spruce Grove	71	0	0	11	0	\$2,183.38	\$30.75	3.6	1.89	0.46	8.7		
(Westwood Dr.)	Winnipeg	78	0	0	11	0	\$2,804.43	\$35.95	3.22	2.67	0.41	8.6		
(Primrose Dr.)	Saskatoon	19	0	0	10	0	\$614.32	\$32.33		2.82	0.33	8.5		
(Strathmoor Dr.)	Sherwood Park	20	0	0	6	0	\$692.92	\$34.65	6.4	0.45	1.44	8.4		
(Tenth St.)	Nanaimo	59	1	0	13	4	\$1,812.82	\$30.73	5.39	3.2	0.94	8.3		
(Island Hwy.)	Nanaimo	84	1	0	15	6	\$2,685.24	\$31.97	3	4.9	0.47	8		
(Gibson Dr.)	Mount Pearl	71	0	1	15	0	\$2,577.92	\$36.31		1.62	0.22	7.7		
(66th St. NW)	Edmonton	44	0	0	5	4	\$1,441.59	\$32.76	5.85	2.99	1	7.4		