



SMITTY'S CANADA INC.

#500, 501 – 18TH AVENUE SW
CALGARY, ALBERTA, CANADA T2S 0C7
TEL: (403) 229-3838 FAX: (844) 274-4056 www.smittys.ca

Bulletin #3/21

DATE: January 6, 2021
TO: All Locations
FROM: Jason Kaytor
RE: Weekly Skip Report – Week of December 28th

Hello Everyone,

Big shout out to our top 5 Skip scores again this week; Kingston and St. James tie for the top spot at 9.7! Our Brand average this week is 8.6, which is 0.2 better than what Skip the Dishes has told us is the National Chain Average, so great job everyone!

Smitty's (Princess St.)	Kingston	9.7
Smitty's (St James St.)	Winnipeg	9.7
Smitty's (Henderson Hwy.)	Winnipeg	9.6
Smitty's (Regent Ave. W)	Winnipeg	9.6
Smitty's (580 Pembina Hwy.)	Winnipeg	9.5

Top 3 delivery and take-out tips this week:

1. Promote your in-house takeout through the x-dine platform by printing one of the discount coupons from the franchise portal for either 10%, 15% or 20% and deliver them to businesses in your immediate trade area.
2. Geographic and demographic targeted social media posts in your 10km trade circle is a great way to promote pickup or delivery, especially if you include a QR code that brings someone right to the ordering platform.
3. When packaging salads for delivery or take-out, consider putting the dressing on the side in a ramekin tucked into the salad packaging with the salad. This will help improve the quality of the salad when travelling to a guest.

Skip the Dishes has provided new training link with system details:

<https://skipthedishes.invisionapp.com/share/Z4Y76FZBGVH#/screens>

In addition, Squirrel programming will be changed so that the canned pop for takeout and delivery will print on the kitchen bill giving you another chance to double check so it is not missed when packaging the orders.

Please do not hesitate to reach out if you have any questions or concerns at jkaytor@smittys.ca.

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	
(Princess St.)	Kingston	125	0	0	24	2	\$3,936.24	\$31.49		2.4	0.21	9.7
(St James St.)	Winnipeg	398	8	0	74	5	\$14,173.12	\$35.61	1.01	2.41	0.39	9.7
(Henderson Hwy.)	Winnipeg	358	5	0	57	6	\$13,142.49	\$36.71	1.37	2.02	0.31	9.6
(Regent Ave. W)	Winnipeg	252	4	0	47	5	\$9,299.98	\$36.90	1.46	2.42	0.32	9.6
(580 Pembina Hwy.)	Winnipeg	275	3	0	53	6	\$9,578.58	\$34.83	4.53	2.26	0.58	9.5
(44th St.)	Lloydminster	20	0	0	5	1	\$662.92	\$33.15	1.83	1.22	0.22	9.4
(50th Ave.)	Leduc	55	0	0	15	1	\$1,795.09	\$32.64	1	1.04	0.27	9.4
(135 Ave. NW)	Edmonton	95	0	0	18	4	\$3,103.14	\$32.66	4.18	3.51	0.4	9.4
(18th St.)	Brandon	103	1	0	19	0	\$3,370.16	\$32.72	4.83	1.46	0.32	9.3
(2835 Pembina Hwy.)	Winnipeg	210	0	0	36	3	\$6,846.66	\$32.60	1.03	1.53	0.36	9.3
(Highland Ave.)	Brandon	47	0	0	7	1	\$1,705.65	\$36.29	4.67	2.25	0.81	9.3
(Kenaston Blvd.)	Winnipeg	168	2	0	34	5	\$6,412.81	\$38.17	2.67	2.99	0.39	9.3
(Meadowood Dr.)	Winnipeg	192	0	0	36	2	\$6,652.79	\$34.65	1.01	2.26	0.35	9.2
(Manning Crossing)	Edmonton	113	0	2	25	2	\$3,568.59	\$31.58	2.75	1.34	0.27	9.1
(Aquitania Blvd. W)	Lethbridge	132	0	0	21	2	\$4,578.74	\$34.69	5.53	2.69	0.32	9
(Main St. N)	Moose Jaw	43	1	0	11	0	\$1,321.15	\$30.72		2.12	0.37	9
(Stony Plain Rd. NW)	Edmonton	60	0	0	12	1	\$2,007.12	\$33.45		0.75	0.51	9
(114th Ave. NW)	Edmonton	35	1	0	1	1	\$1,248.73	\$35.68	3.65	1.34	0.47	8.8
(9640 Macleod Trl.)	Calgary	37	1	0	8	0	\$1,362.36	\$36.82		2.38	0.46	8.8
(McPhillips St.)	Winnipeg	183	1	0	23	6	\$7,288.06	\$39.83	1.02	2.24	0.4	8.8
(Nelson Dr.)	Spruce Grove	65	0	0	11	2	\$2,251.31	\$34.64	2.78	0.93	0.42	8.8
(Albert St. N)	Regina	105	2	0	19	6	\$3,561.90	\$33.92	2.72	1.35	0.31	8.7
(East Lake Cres. NE)	Airdrie	65	1	1	15	2	\$2,366.91	\$36.41	1.22	2.85	0.86	8.5
(McCarthy Blvd. N)	Regina	69	0	0	12	4	\$2,266.53	\$32.85	4.71	3.69	0.35	8.5
(Primrose Dr.)	Saskatoon	29	0	0	7	3	\$1,069.41	\$36.88		3.84	0.37	8.2
(Island Hwy.)	Nanaimo	139	0	0	23	8	\$4,819.76	\$34.67	3.42	3.98	0.4	8.1
(Preston Ave. S)	Saskatoon	32	0	0	9	0	\$1,021.21	\$31.91	2	2.63	0.22	8.1
(Westwood Dr.)	Winnipeg	95	1	0	14	4	\$3,722.18	\$39.18	3.68	2.1	0.33	8.1
(Tenth St.)	Nanaimo	73	0	0	11	3	\$2,407.12	\$32.97	4.11	2.19	0.94	7.7
(E Hills Blvd. SE)	Calgary	29	0	0	7	0	\$1,041.64	\$35.92	3.78	1.75	0.68	7.2
(37th St. SW)	Calgary	26	2	1	3	0	\$908.32	\$34.94		1.55	0.61	6.9
(Leva Ave.)	Penhold	8	0	0	3	0	\$255.49	\$31.94		0.53	0.56	6.8
(Gibson Dr.)	Mount Pearl	40	0	0	10	3	\$1,362.81	\$34.07	2.84	3.48	0.36	6.7
(Memorial Dr. NE)	Calgary	8	0	0	1	0	\$299.01	\$37.38		2.28	1.18	6.7
(Rowan St.)	St. John's	50	2	0	4	8	\$1,712.82	\$34.26	3.04	3.3	0.6	6.7

Brand Average 8.60