



**SMITTY'S CANADA INC.**

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**BULLETIN #43/21**

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

Hello Everyone,

We have a top 6 this week with 3 tied at the top with scores of 9.7 and 3 more tied just behind them at 9.6!

Smitty's (50th Ave.)	Leduc	9.7
Smitty's (George St. N)	Peterborough	9.7
Smitty's (Preston Ave. S)	Saskatoon	9.7
Smitty's (2835 Pembina Hwy.)	Winnipeg	9.6
Smitty's (Albert St. N)	Regina	9.6
Smitty's (East Hills Blvd.)	Calgary	9.6

Great work everyone, we fell slightly as a brand average to 8.97, still very respectable.

In addition to the new Skip the Dishes agreement details that went out last week, we have also negotiated a new master agreement with DoorDash for those using that platform or thinking about adding them to your delivery offering.

Standard Delivery rate 18% commission

Standard Pickup rate 10% Commission

DashPass user rate 25% commission

If you are currently a DoorDash location and are paying higher rates than these, please email our CSR [brendan.tomotsugu@doordash.com](mailto:brendan.tomotsugu@doordash.com) to take advantage of the new rates.

Top 3 delivery and take-out tips:

1. Set yourself up for success. Does your delivery and take-out station have all of the things you need easily at your fingertips? Packaging, condiments, stapler, sharpie, and cutlery packages make it easy for your team to do a great job packaging these orders to reduce mistakes and improve feedback.
2. Do not turn on promotions like free delivery or top promotions unless you are satisfied that you are executing take-out and delivery at a high level.
3. As we continue to get busier, remember to adjust your prep time on your tablet to reduce both courier wait times but also to give your teams an appropriate amount of time to prepare and package the items while providing a high level of service to dine-in guests.

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