



SMITTY'S CANADA INC.

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BULLETIN #49/21

DATE: March 25, 2021
TO: All Franchisees and Corporate Managers
FROM: Jason Kaytor
RE: **Weekly Skip Reporting – Week of March 15th**

Hello Everyone,

Top 6 this week! Big shout out to Albert Street in Regina 9.8!

(Albert St. N)	Regina	9.8
(50th Ave.)	Leduc	9.7
(E Hills Blvd. SE)	Calgary	9.6
(Princess St.)	Kingston	9.6
(George St. N)	Peterborough	9.5
(Henderson Hwy.)	Winnipeg	9.5

Our company average this week is 8.8. Let us try to keep it in the high 8's and break 9 again in the coming weeks.

Top 3 delivery and take-out tips:

1. Review your top 10 items being ordered on take-out and delivery with your teams and make sure you are packaging properly, and it looks great in the packaging.
2. On the franchise portal, you can print take-out bounce back coupons for 10%, 15% or 20%. Put the coupons in your delivery orders to help convert delivery customers to take-out customers by encouraging them to use x-Dine for take-out ordering.
3. Make sure that you have your entrance set up for social distancing of delivery drivers and/or take-out pick up guests. If possible, direct delivery drivers to your back door to relieve that congestion at the front by putting it in your pin information on delivery platforms. (only do this if it works for your location and you can safely and efficiently support delivery drivers at your back entrance).

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	Customer Restaurant			Positive			Negative			Order Push			Resto Time		
		Completed Orders	Rejected Orders	Rejected Orders	Reviews	Reviews	Reviews	Food Subtotal	AOV	Avg Min	Hold	Avg	Min	To Accept	Skip	Score
Albert St. N	Regina	190	0	0	38	8	\$6,471.96	\$34.06	3.11	1.22	0.33	9.8				
50th Ave.	Leduc	93	0	0	11	1	\$2,946.79	\$31.69	1.6	1.77	0.29	9.7				
E Hills Blvd. SE	Calgary	16	1	0	3	0	\$456.75	\$28.55	5	1.41	0.85	9.6				
Princess St.	Kingston	85	1	0	21	0	\$2,697.11	\$31.73		2.21	0.22	9.6				
George St. N	Peterborough	126	0	0	26	5	\$3,699.73	\$29.36	1.5	3.02	0.28	9.5				
Henderson Hwy.	Winnipeg	308	2	0	64	10	\$10,935.20	\$35.50	1.21	2.01	0.36	9.5				
18th St.	Brandon	77	0	0	6	1	\$2,535.29	\$32.93	2.81	2.15	0.38	9.4				
Gibson Dr.	Mount Pearl	66	0	0	15	3	\$2,208.83	\$33.47	1.5	1.07	0.33	9.4				
Highland Ave.	Brandon	59	2	0	8	0	\$2,032.68	\$34.45	3.25	2.28	0.26	9.4				
Strathmoor Dr.	Sherwood Park	36	1	0	3	0	\$1,187.79	\$32.99	3.42	3.79	1.34	9.4				
48th Ave.	Camrose	40	0	0	7	0	\$1,209.68	\$30.24	2	1.46	0.44	9.3				
2835 Pembina Hwy.	Winnipeg	227	2	1	31	7	\$7,108.86	\$31.32	1	2.36	0.43	9.3				
Rowan St.	St. John's	104	1	0	21	4	\$3,303.96	\$31.77	2.29	1.77	0.45	9.3				
Manning Crossing	Edmonton	119	0	0	22	0	\$4,353.43	\$36.58	2.93	1.83	0.51	9.2				
Preston Ave. S	Saskatoon	55	0	0	5	0	\$1,788.26	\$32.51	2	1.62	0.3	9.2				
37th St. SW	Calgary	53	0	0	12	1	\$1,549.85	\$29.24	3.36	2.53	0.69	9.1				
Aquitalia Blvd. W	Lethbridge	116	0	0	29	2	\$4,100.12	\$35.35	6.3	2.37	0.28	9.1				
Meadowood Dr.	Winnipeg	173	1	0	29	5	\$5,703.26	\$32.97	3.64	2.36	0.4	9.1				
St James St.	Winnipeg	258	1	0	45	8	\$9,755.37	\$37.81	1.5	2.07	0.48	9.1				
44th St.	Lloydminster	58	1	0	15	2	\$1,751.52	\$30.20	2.38	1.91	0.22	9				
580 Pembina Hwy.	Winnipeg	195	2	1	36	4	\$7,131.34	\$36.57	3.35	3.47	0.74	9				
McPhillips St.	Winnipeg	159	0	0	21	4	\$5,911.66	\$37.18	1	2.93	0.36	9				
Stony Plain Rd. NW	Edmonton	66	0	0	15	1	\$2,203.39	\$33.38	1	1.03	0.8	8.9				
Leva Ave.	Penhold	16	0	0	1	0	\$448.37	\$28.02		1.69	0.49	8.7				
135 Ave. NW	Edmonton	39	1	0	13	0	\$1,289.71	\$33.07	1.75	2.68	0.61	8.6				
Regent Ave. W	Winnipeg	167	0	0	27	7	\$5,612.80	\$33.61	1.49	3.82	0.37	8.6				
Kenaston Blvd.	Winnipeg	95	1	0	18	0	\$3,142.21	\$33.08	2.46	1.77	0.55	8.5				
Nelson Dr.	Spruce Grove	74	0	0	13	9	\$2,339.15	\$31.61	4.29	2.25	0.39	8.5				
9640 Macleod Trl.	Calgary	18	2	0	2	2	\$633.30	\$35.18	2.67	1.19	0.5	8.2				
Westwood Dr.	Winnipeg	71	2	0	7	4	\$2,385.17	\$33.59	3.08	2.81	0.56	8.2				
Main St. N	Moose Jaw	42	0	0	7	3	\$1,422.64	\$33.87		1.86	0.39	8.1				
East Lake Cres. NE	Airdrie	33	2	0	10	0	\$961.15	\$29.13	3	1.19	1.02	8				
Primrose Dr.	Saskatoon	11	0	0	1	0	\$273.99	\$24.91	1	1.94	0.15	8				
114th Ave. NW	Edmonton	27	0	0	5	0	\$913.84	\$33.85	2	2.39	0.57	7.9				
Island Hwy.	Nanaimo	95	0	0	12	5	\$3,111.87	\$32.76	2.92	2.32	0.37	7.7				
66th St. NW	Edmonton	32	1	0	4	2	\$1,014.56	\$31.70	7.32	4.68	0.79	6.8				
Tenth St.	Nanaimo	34	0	0	7	1	\$1,126.82	\$33.14	4.57	2.95	0.76	6.7				

Brand Average

8.82