



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 #54/21

DATE: March 30, 2021
TO: All Franchisees and Corporate Managers
FROM: Jason Kaytor
RE: Patio Readiness Check

Hello Everyone,

As the weather is finally getting warmer in most of Canada, it is time to make sure your outdoor patio and building exterior are the best they can be to welcome new and returning guests. Usually, if you can be the first restaurant in your immediate market with a patio open and you tell the world through all of the channels you can, that first 18-degree day this spring helps to plant the seed in your market of where to go for a patio experience that translates into increased sales for you and your location!

Parking lot sweep

- There are companies that clean the bulk of your parking lot using what looks like a street sweeper, which is probably the quickest and easiest way to take care of this.
- Areas that your snow removal company piles the snow up will have extra debris to clean up.
- Do not forget to clean up and power wash dumpster areas as well.

Sidewalk and entrance way sweep

- Between the parking stop and your sidewalk is an often-missed area. Be sure to inspect and clean these areas as well as pressure wash walkways and pathways.

Clean up planters, if needed

- Removing old plants, ordering new ones, and ensuring your planters are in good repair.
- Do they need to be topped up with fresh dirt and or mulch/rock on top for additional curb appeal?

Patio Furniture

- Ensure all patio furniture, umbrellas, and umbrella stands, are in proper working order.
- Reach out to your local beverage companies for cheap or free replacements.
- If you have metal umbrella bases, do they need a coat of Tremclad paint to look fresh this season?
- Wash patio furniture, umbrellas, and umbrella stands.
- Pressure washing is your best bet on cleaning patio furniture stored outdoors.

Patio and exteriors lights

- Check and replace broken or burned-out patio lights.
- Lighting creates an inviting environment and curb appeal.

Patio heaters

- Cleaning and let them dry before testing.
- Call a plumbing, heating and gasfitting company to come and have a look at them if they don't work.

Patio glass and decals

- Ensure that all patio glass is cleaned and all decals in good repair.
- Its also a great time to have your exterior windows done as well, make the glass sparkle.

Patio stands and railings

- Clean and in good repair or do they need a touch-up?
- These are commonly missed, run your hands along railings, tops of barricades, etc. Nobody wants to touch these areas and feel the winter grit built up on them.

Smallwares inventory

- Ensure that the required inventory is on hand.
- Guidelines to ensure you have enough for guests without running out and or putting undue pressure on your dish area because of shortages are:
 - Cutlery – Enough for 3 turns of your average dining spaces (remember not every seat is taken, it is normal to have 3 people sitting at a 4 top table so estimate how many active guests you have in a “full” restaurant and plan for that) because cutlery needs to be sorted, polished, rolled, etc. It is easier to have extra on hand.
 - Dinner and Lunch plates – Enough for 1.5-2 turns.
 - Side plates – Enough for 1.5 turns.
 - Water/pop glasses – Enough for 2 turns.
 - Beer, Wine, Cocktail glassware- I would look at my monthly menu mix from last summer and plan to have 1.5 times as many glasses on hand as regular number of items sold daily.
 - Check to make sure you have table levelers on hand. Both extra threaded feet as well as wedges or “wobble fixer”. These items are available on amazon and look a better than folding up cardboard coasters to stick under patio table feet. (48 wobble fixer shims on amazon.ca are \$22.06)

Patio Server Station, if applicable

- Ensure it is fully stocked.
- Rolling toolboxes with the wood top on it from Home Depot or Canadian Tire make an easy and cheap patio side stand. Cutlery fits well in the drawers as do menus, coasters, beverage napkins, etc. Plateware and glassware go on top. These toolboxes are lockable and easy to move into your restaurant overnight for secure storage if you need to. (get the black one instead of the bright red since it looks better)

Patio permits, if applicable

- Double check all patio permits are in place!!

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