



**SMITTY'S CANADA INC.**

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**BULLETIN #66/21**

DATE: April 22, 2021  
TO: All Franchisees and Corporate Managers  
FROM: Jason Kaytor  
RE: **Weekly Skip Reporting – Week of April 12th**

Hello Everyone,

Congrats to our top 5 for last week. I can see a few live scores this week on the portal of 9.9 right now also!

(Albert St. N)	Regina	9.8
(Princess St.)	Kingston	9.8
(18th St.)	Brandon	9.7
(37th St. SW)	Calgary	9.7
(135 Ave. NW)	Edmonton	9.7

Our Brand average is creeping back up at 8.86 this week. We are headed toward that 9.0+ territory again, great work everyone.

Top 3 delivery and take-out tips:

1. Be prepared. Having your take-out station on expo well stocked with everything you need to be ready for orders throughout the day will help eliminate mistakes and missed items. Having the appropriate number of take-out supplies on-line for plating take-out and delivery orders is just as important. If you do not have them on a line checklist, adding this as a double-check twice a day can eliminate mistakes during busy times.
2. Making sure to keep your hours of operation updated on your tablets will help ensure you are not accidentally rejecting orders outside of your potentially reduced operating hours.
3. If you have a problem with an order, hitting the help button creates a log of the incident that can be referred to as you work with the CSR to resolve the issues.

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