



SMITTY'S CANADA INC.

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BULLETIN #77/21

DATE: May 13, 2021
TO: All Franchisees and Corporate Managers
FROM: Jason Kaytor
RE: **Weekly Skip Reporting – Week of May 3**

Hello Everyone,

Big Congrats to our top 5. Our Brand average is back over 9.12, great work everyone!

18th St.	Brandon	9.9
Albert St. N	Regina	9.8
E Hills Blvd. SE	Calgary	9.8
Highland Ave.	Brandon	9.7
Princess St.	Kingston	9.7

*****Call to action!***Skip the Dishes has released an upgrade to their software, however, you must update your tablet software if you are using an Android to a version greater than 5.0 otherwise you will have freezing issues which will cause rejected orders. Please update your tablets today!**

Top 3 delivery and take-out tips:

1. Many of us are fully closed for dine-in and even those that are not have limited capacity on Patios, which heightens the need for Curbside Service and Take-out along with Delivery. In the interest of continuing to share results from the Carhop Service initiative, yes, the Easthills location is continuing this service as it is deemed Curbside so considered allowed under the current restrictions. On Mother's Day, despite bad weather, this location did \$2700 total sales, \$1700 through the Delivery vendor channels and \$1000 in Curbside Service so despite the weather we still maintained 37% of our total sales not through a commission-based sales platform. Smitty's locations in Hinton, St. Paul and Swift Current are all either launched Carhop Service or will be very shortly.
2. Using your social media channels to remind guests that you remain open for pick-up or delivery is an important message to get out to your community. Banners on your building are also a cost-effective way to advertise this message, however, make sure they are large enough to be seen from some distance so that a guest driving by might be enlightened by that information.
3. Making sure that your hours of operation and expected prep time per revenue period are up to date on your tablets will help to reduce orders that are rejected by your store because an order was missed.

Did you know that **if an order is rejected because it is not confirmed within 4 minutes, Skip automatically takes you offline** because they assume there is an issue at your location and want to avoid further rejected orders? If this happens, you need to physically change your status back to online.

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 Reviews	Negative Reviews	Food Subtotal	AOV	Order Push Avg Min	Resto Hold Avg	Resto Time	Skip Score
		Compl. Orders	Rejected Orders	Rejected Orders	To Accept Avg Min								
18th St.	Brandon	178	1	3	28	3	\$6,203.64	\$34.85	3.82	2.17	0.38	9.9	
Albert St. N	Regina	348	3	0	67	3	\$12,363.89	\$35.53	4.19	1.96	0.29	9.8	
E Hills Blvd. SE	Calgary	164	3	0	54	1	\$6,314.36	\$38.50	3.56	1.9	0.57	9.8	
Highland Ave.	Brandon	111	2	0	17	2	\$3,683.00	\$33.18	2.67	2.62	0.31	9.7	
Princess St.	Kingston	245	1	0	45	6	\$8,192.88	\$33.44	2.25	2.62	0.21	9.7	
37th St. SW	Calgary	109	1	0	33	1	\$3,826.35	\$35.10	5.52	2.17	0.42	9.6	
George St. N	Peterborough	268	2	1	65	1	\$8,448.73	\$31.53		4.34	0.2	9.6	
Kenaston Blvd.	Winnipeg	272	0	3	53	3	\$9,666.58	\$35.54	2.34	3.02	0.37	9.6	
Main St. N	Moose Jaw	79	0	1	22	2	\$2,545.79	\$32.23	1.5	2.31	0.38	9.6	
Stony Plain Rd. NW	Edmonton	211	0	0	44	3	\$7,992.90	\$37.88	5.5	2.09	0.52	9.6	
48th Ave.	Camrose	138	1	0	23	2	\$5,401.22	\$39.14	2.21	1.76	0.46	9.5	
Aquitania Blvd. W	Lethbridge	315	2	0	42	7	\$10,858.83	\$34.47	6.25	3.99	0.28	9.5	
Preston Ave. S	Saskatoon	218	0	0	40	6	\$7,211.03	\$33.08	1	3.19	0.22	9.5	
Strathmoor Dr.	Sherwood Park	87	2	0	17	1	\$3,273.07	\$37.62	5	2.71	0.45	9.5	
Comox Ave.	Comox	120	1	0	27	3	\$3,918.53	\$32.65	2.75	1.54	0.31	9.5	
50th Ave.	Leduc	193	0	0	29	7	\$6,885.96	\$35.68	3.1	2.11	0.24	9.4	
114th Ave. NW	Edmonton	154	1	0	27	3	\$5,375.15	\$34.90	2.95	1.48	0.49	9.4	
2835 Pembina Hwy.	Winnipeg	541	1	0	93	17	\$17,142.83	\$31.69	2.54	2.61	0.38	9.4	
Manning Crossing	Edmonton	340	5	0	69	9	\$12,114.21	\$35.63	3.12	1.55	0.3	9.4	
St James St.	Winnipeg	549	7	0	101	21	\$20,332.03	\$37.03	3.3	2.28	0.61	9.4	
135 Ave. NW	Edmonton	201	1	0	45	7	\$7,687.54	\$38.25	4.12	2.68	0.4	9.3	
580 Pembina Hwy.	Winnipeg	399	3	1	63	11	\$13,129.48	\$32.91	2.61	3.09	0.49	9.3	
Henderson Hwy.	Winnipeg	697	5	0	99	13	\$25,055.40	\$35.95	2.94	2.78	0.49	9.3	
East Lake Cres. NE	Airdrie	28	0	1	7	0	\$846.27	\$30.22	3.37	1.41	0.41	9.2	
McCarthy Blvd. N	Regina	76	1	0	15	1	\$2,495.25	\$32.83	2.5	2.43	0.38	9.2	
Meadowood Dr.	Winnipeg	419	8	0	81	14	\$14,441.86	\$34.47	2.72	2.23	0.36	9.2	
44th St.	Lloydminster	96	0	0	15	1	\$3,184.03	\$33.17	2.75	1.98	0.18	9.1	
Regent Ave. W	Winnipeg	433	3	1	85	10	\$16,095.72	\$37.17	2.34	3.06	0.65	9	
Primrose Dr.	Saskatoon	61	0	0	18	3	\$1,981.47	\$32.48		1.65	0.31	8.9	
McPhillips St.	Winnipeg	306	2	0	58	8	\$10,712.24	\$35.01	2.84	2.11	0.64	8.8	
9640 Macleod Trl.	Calgary	83	2	0	18	2	\$3,354.22	\$40.41	4.13	1.85	0.38	8.7	
Leva Ave.	Penhold	42	0	0	8	2	\$1,340.61	\$31.92	3.25	1.62	0.33	8.7	
Tenth St.	Nanaimo	146	1	0	26	6	\$5,147.74	\$35.26	4.47	1.73	0.63	8.7	
Park Rd. W	Blumenort	76	7	0	17	2	\$3,121.99	\$41.08	1	2.95	0.73	8.6	
Nelson Dr.	Spruce Grove	166	0	0	35	8	\$6,024.28	\$36.29	3.38	2.01	0.47	8.5	
Island Hwy.	Nanaimo	197	3	2	43	16	\$6,320.87	\$32.09	3.19	2.82	0.48	8.4	
Gibson Dr.	Mount Pearl	70	0	1	13	5	\$2,273.50	\$32.48	2.81	3.24	0.31	7.8	
Westwood Dr.	Winnipeg	106	0	0	20	6	\$3,928.20	\$37.06	2.6	2.26	0.47	7.8	
66th St. NW	Edmonton	86	3	1	12	6	\$2,819.81	\$32.79	4.27	2.93	0.58	7.5	
Rowan St.	St. John's	38	0	0	2	0	\$1,083.54	\$28.51	2.92	2.65	0.46	7.5	