



SMITTY'S CANADA INC.

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BULLETIN #85/21

DATE: May 27, 2021
TO: All Franchisees and Corporate Managers
FROM: Jason Kaytor
RE: **Weekly Skip Reporting – Week of May 17**

Hello Everyone,

A 4-way tie for top spot this week with another group at 9.7 for second. Great work everyone!! As of today, Brandon - Highlands has hit a 10.0 perfect Skip score, big congratulations to that team!

Corporate average holding strong at 9.12 again this week.

18th St.	Brandon	9.8
Albert St. N	Regina	9.8
East Hills Blvd. SE	Calgary	9.8
George St. N	Peterborough	9.8

This week's top tips:

1. If you are a DoorDash user, on your restaurant portal now gives you the opportunity to respond to Guest feedback under the "Insights" tab. Be sure to check this twice a week as you have up to 7 days from the time a guest leaves feedback to respond. You can also reward guests on there with \$5, \$10, or \$15 recovery or incentive dollars. At the Corporate Easthills location we have successfully built some regular guests by interacting and incentivizing them on the platform; some of them now order from us daily or multiple times a day.
2. The half price Meatlover Skillet promotion on Skip the Dishes launches on June 1. This promotion is being paid for by Heinz as a partnership to include the Heinz branded ketchup in our take-out and delivery orders. Be sure to have enough portions prepped as this is already a popular item and sales will be even higher during this promotion. You will receive full menu price, but the guest is only paying half-price.
3. Including a QR code in social media posts or links directly to your xDine or delivery platforms is a great way to drive people to those ordering apps and increase sales. Make it easy for guests to find you and order from you to increase frequency of use.

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	Completed Orders	Customer	Restaurant	Positive Reviews	Negative Reviews	Food Subtotal	Order	Resto Hold Avg	Resto Time	Skip Score
			Rejected Orders	Rejected Orders				Push Avg Min		To Accept Avg Min	
48th Ave.	Camrose	49	0	0	11	0	\$1,883.92	2	2.63	0.27	9.8
Albert St. N	Regina	324	0	0	51	4	\$10,546.75	3.67	1.24	0.29	9.8
E Hills Blvd. SE	Calgary	139	0	0	32	0	\$5,043.52	2.72	1.61	0.54	9.8
George St. N	Peterborough	232	1	0	50	4	\$7,059.10	1.5	2.72	0.22	9.8
18th St.	Brandon	202	0	0	38	2	\$6,489.55	3.32	1.39	0.31	9.7
Highland Ave.	Brandon	82	0	0	18	0	\$2,647.99	1.5	1.74	0.29	9.7
Stony Plain Rd. NW	Edmonton	209	0	0	28	3	\$7,375.11	3.25	0.91	0.51	9.7
Strathmoor Dr.	Sherwood Park	88	0	0	13	2	\$2,910.14	18	1.81	0.41	9.7
37th St. SW	Calgary	112	0	0	27	2	\$3,629.11	2.64	1.42	0.48	9.6
Kenaston Blvd.	Winnipeg	324	5	1	72	3	\$11,185.89	2.82	2.46	0.37	9.6
Preston Ave. S	Saskatoon	245	1	0	41	2	\$7,890.10	1.5	3.06	0.19	9.6
Princess St.	Kingston	199	0	0	41	2	\$6,455.27	3	1.97	0.17	9.6
Main St. N	Moose Jaw	91	0	0	17	1	\$2,665.96	2	2.74	0.37	9.5
44th St.	Lloydminster	102	1	0	18	1	\$3,659.16	2.39	1.83	0.17	9.4
Aquitania Blvd. W	Lethbridge	252	1	0	47	4	\$8,760.49	5.64	2.48	0.31	9.4
Manning Crossing	Edmonton	329	3	0	62	7	\$11,455.34	2.7	1.26	0.29	9.4
McCarthy Blvd. N	Regina	77	0	0	15	2	\$2,407.47	2.8	1.83	0.4	9.4
McPhillips St.	Winnipeg	411	1	1	90	7	\$14,333.16	2.18	1.83	0.29	9.4
Comox Ave.	Comox	86	1	1	22	7	\$2,988.38	7	1.35	0.29	9.4
114th Ave. NW	Edmonton	144	1	0	31	5	\$4,655.19	1.93	1.64	0.51	9.3
Henderson Hwy.	Winnipeg	628	3	0	102	21	\$21,956.25	2.6	1.91	0.49	9.3
St James St.	Winnipeg	544	1	0	102	8	\$19,379.94	2.66	1.95	0.32	9.3
50th Ave.	Leduc	147	0	0	38	2	\$4,899.09	3.23	1.29	0.22	9.2
Park Rd. W	Steinbach	85	3	1	23	3	\$3,184.01		9.66	1.45	9.2
Regent Ave. W	Winnipeg	465	5	0	74	11	\$16,326.01	2.59	2.93	0.56	9.2
135 Ave. NW	Edmonton	177	1	0	43	4	\$6,089.52	2.22	3.79	0.31	9.1
580 Pembina Hwy.	Winnipeg	423	7	1	77	11	\$13,379.16	2.98	2.79	0.46	9.1
2835 Pembina Hwy.	Winnipeg	477	3	0	89	13	\$15,002.17	2.14	1.69	0.34	9.1
Meadowood Dr.	Winnipeg	390	1	1	61	14	\$12,890.08	3.85	2.27	0.32	9.1
9640 Macleod Trl.	Calgary	62	0	0	10	4	\$2,367.07	3.13	1.73	0.39	9
Nelson Dr.	Spruce Grove	131	0	0	17	2	\$4,397.24	3.41	2.18	0.43	8.8
Leva Ave.	Penhold	31	0	0	9	0	\$803.78	2	1.96	0.3	8.6
Tenth St.	Nanaimo	151	1	0	32	8	\$5,407.72	3.85	1.87	0.63	8.5
Primrose Dr.	Saskatoon	40	0	0	6	4	\$1,434.97	1	1.8	0.4	8.4
Westwood Dr.	Winnipeg	138	0	0	30	3	\$4,724.71	2.83	2.5	0.36	8.4
Gibson Dr.	Mount Pearl	99	2	0	19	7	\$3,422.04	1.88	3.34	0.36	8
Island Hwy.	Nanaimo	219	0	0	38	9	\$7,165.46	3.94	2.52	0.51	7.7
Rowan St.	St. John's	57	0	0	8	3	\$1,496.78	2.72	3.16	0.42	7.2
66th St. NW	Edmonton	82	0	0	10	2	\$2,822.34	3.64	2.14	0.56	7