



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 #87/21

DATE: June 2, 2021
TO: All Franchisees and Corporate Managers
FROM: Jason Kaytor
RE: **Weekly Skip Reporting – Week of May 24th**

Hello Everyone,

Big shout out to our top performers this week!

| | | |
|------------------|--------------|-----|
| George St. N | Peterborough | 9.9 |
| Albert St. N | Regina | 9.8 |
| E Hills Blvd. SE | Calgary | 9.8 |
| 18th St. | Brandon | 9.7 |
| Highland Ave | Brandon | 9.7 |
| Preston Ave. S | Saskatoon | 9.7 |

Our brand average slipped a little this week to 9.05.

We are ecstatic to celebrate a milestone for Smitty's and Skip the Dishes: Brandon - Highland hit 10.0 early last week on Skip the Dishes, followed a day later by Calgary - Easthills also hitting a 10.0. In all of my time in restaurants using the Skip the Dishes platform I have never seen a location hit 10.0!

Top delivery and take-out tips:

1. As a reminder, the Heinz promotion is active on Skip the Dishes this week. Big Country Breakfast and Meat Lover's Skillet are both being offered at half price. You will still be paid 100% of the retail value with the difference being made up by Heinz as our partner on this promotion. The objective is to drive the breakfast category sales on the platform, which is one of the lower utilized categories nationwide. Let's make sure that we are cooking and packaging these items perfectly as this is a great opportunity to win new guests in your market.
2. Packaging your hot food in a separate bag from your cold food and handing them to the driver explaining this one is hot and this one is cold is a great way to ensure that your food is travelling as best it can to the guest waiting for it. Make sure to label the bag 1 of 2 and 2 of 2 etc. to ensure items are not being missed.
3. If you scroll to the bottom left your restaurant portal and click on the 'Help?' icon it takes you to some helpful training guides on how to navigate the app with simple pictures and instructions on how to do things like adjust your prep time, change from online to offline and mark items as sold out. If you have not explored this section, you should!

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 O | Customer | Resto | Positive | Negative | Food Subtotal | AOV | Order | Resto | Resto Time | Skip |
|--------------------|---------------|-------------|----------|----------|----------|----------|---------------|---------|---------|---------|------------|------|
| | | | Rejected | Rejected | | | | | Reviews | Reviews | Push | |
| George St. N | Peterborough | 112 | 0 | 0 | 27 | 4 | \$3,738.93 | \$33.38 | 1 | 3.07 | 0.23 | 9.9 |
| Albert St. N | Regina | 177 | 0 | 0 | 40 | 4 | \$5,681.49 | \$32.10 | 3.91 | 1.43 | 0.3 | 9.8 |
| E Hills Blvd. SE | Calgary | 77 | 0 | 0 | 19 | 0 | \$2,830.72 | \$36.76 | 3.08 | 1.52 | 0.45 | 9.8 |
| 18th St. | Brandon | 115 | 0 | 0 | 19 | 1 | \$3,780.60 | \$32.87 | 3.49 | 1.62 | 0.31 | 9.7 |
| Highland Ave. | Brandon | 44 | 0 | 0 | 11 | 0 | \$1,444.30 | \$32.83 | 1 | 1.66 | 0.36 | 9.7 |
| Preston Ave. S | Saskatoon | 119 | 0 | 0 | 16 | 2 | \$3,759.99 | \$31.60 | 1 | 3.34 | 0.19 | 9.7 |
| Kenaston Blvd. | Winnipeg | 172 | 3 | 0 | 35 | 2 | \$5,810.81 | \$33.78 | 2.52 | 2.35 | 0.3 | 9.6 |
| Princess St. | Kingston | 98 | 0 | 0 | 20 | 0 | \$3,234.66 | \$33.01 | | 1.68 | 0.16 | 9.6 |
| Stony Plain Rd. NW | Edmonton | 105 | 0 | 0 | 13 | 1 | \$3,564.70 | \$33.95 | 2.5 | 0.89 | 0.52 | 9.6 |
| Strathmoor Dr. | Sherwood Park | 45 | 0 | 0 | 8 | 2 | \$1,494.11 | \$33.20 | 29 | 2.03 | 0.41 | 9.6 |
| 37th St. SW | Calgary | 50 | 0 | 0 | 15 | 0 | \$1,554.49 | \$31.09 | 2.13 | 1.09 | 0.42 | 9.5 |
| 44th St. | Lloydminster | 48 | 0 | 0 | 9 | 0 | \$1,768.21 | \$36.84 | 2.3 | 1.79 | 0.18 | 9.5 |
| Aquitania Blvd. W | Lethbridge | 150 | 1 | 0 | 32 | 3 | \$5,394.30 | \$35.96 | 5.02 | 2.42 | 0.32 | 9.4 |
| Main St. N | Moose Jaw | 57 | 0 | 0 | 14 | 0 | \$1,668.92 | \$29.28 | | 2.92 | 0.37 | 9.4 |
| Manning Crossing | Edmonton | 156 | 2 | 0 | 36 | 3 | \$5,371.16 | \$34.43 | 2.51 | 1.37 | 0.28 | 9.4 |
| McCarthy Blvd. N | Regina | 30 | 0 | 0 | 11 | 1 | \$888.02 | \$29.60 | 3 | 2.55 | 0.44 | 9.4 |
| McPhillips St. | Winnipeg | 237 | 1 | 0 | 47 | 4 | \$8,355.80 | \$35.26 | 2.86 | 1.77 | 0.27 | 9.4 |
| 114th Ave. NW | Edmonton | 70 | 1 | 0 | 14 | 3 | \$2,277.92 | \$32.54 | 1.78 | 1.4 | 0.58 | 9.3 |
| St James St. | Winnipeg | 266 | 0 | 0 | 44 | 4 | \$9,698.38 | \$36.46 | 3.1 | 1.9 | 0.32 | 9.3 |
| 50th Ave. | Leduc | 84 | 0 | 0 | 19 | 1 | \$2,857.75 | \$34.02 | 3.17 | 1.31 | 0.24 | 9.2 |
| Henderson Hwy. | Winnipeg | 336 | 0 | 0 | 60 | 13 | \$11,962.23 | \$35.60 | 2.8 | 1.84 | 0.5 | 9.2 |
| Regent Ave. W | Winnipeg | 276 | 3 | 0 | 49 | 7 | \$9,881.10 | \$35.80 | 3.1 | 2.76 | 0.58 | 9.2 |
| Comox Ave. | Comox | 37 | 0 | 1 | 9 | 2 | \$1,217.12 | \$32.90 | | 0.97 | 0.32 | 9.2 |
| 135 Ave. NW | Edmonton | 106 | 1 | 0 | 25 | 4 | \$3,623.53 | \$34.18 | 2.35 | 2.68 | 0.33 | 9.1 |
| 580 Pembina Hwy. | Winnipeg | 205 | 3 | 1 | 43 | 4 | \$6,629.35 | \$32.34 | 2.75 | 2.89 | 0.49 | 9.1 |
| 2835 Pembina Hwy. | Winnipeg | 251 | 3 | 0 | 47 | 3 | \$8,104.52 | \$32.29 | 2.07 | 1.65 | 0.33 | 9 |
| Meadowood Dr. | Winnipeg | 191 | 1 | 0 | 34 | 3 | \$6,473.56 | \$33.89 | 3.56 | 1.8 | 0.33 | 8.9 |
| Park Rd. W | Steinbach | 40 | 2 | 1 | 11 | 0 | \$1,602.94 | \$40.07 | | 0.72 | 1.94 | 8.9 |
| Nelson Dr. | Spruce Grove | 67 | 0 | 0 | 6 | 1 | \$2,297.11 | \$34.29 | 3.17 | 1.93 | 0.46 | 8.7 |
| 9640 Macleod Trl. | Calgary | 30 | 0 | 0 | 3 | 2 | \$1,244.97 | \$41.50 | 2.75 | 1.93 | 0.48 | 8.6 |
| Leva Ave. | Penhold | 22 | 0 | 0 | 8 | 0 | \$490.45 | \$22.29 | 2 | 2.76 | 0.31 | 8.5 |
| Westwood Dr. | Winnipeg | 72 | 0 | 0 | 17 | 2 | \$2,331.28 | \$32.38 | 3.04 | 2.84 | 0.32 | 8.5 |
| Tenth St. | Nanaimo | 85 | 0 | 0 | 21 | 5 | \$3,038.89 | \$35.75 | 3.95 | 1.42 | 0.5 | 8.4 |
| Primrose Dr. | Saskatoon | 15 | 0 | 0 | 3 | 1 | \$522.95 | \$34.86 | | 2.41 | 0.22 | 8.2 |
| Gibson Dr. | Mount Pearl | 50 | 2 | 0 | 5 | 4 | \$1,982.04 | \$39.64 | 2 | 3.68 | 0.5 | 7.8 |
| Island Hwy. | Nanaimo | 114 | 0 | 0 | 16 | 5 | \$3,988.69 | \$34.99 | 3.72 | 2.17 | 0.56 | 7.7 |
| Rowan St. | St. John's | 26 | 0 | 0 | 2 | 2 | \$723.29 | \$27.82 | 3 | 2.62 | 0.34 | 7.2 |
| 66th St. NW | Edmonton | 48 | 0 | 0 | 6 | 0 | \$1,833.14 | \$38.19 | 2.6 | 2.71 | 0.55 | 6.8 |