Hogan Company News

December

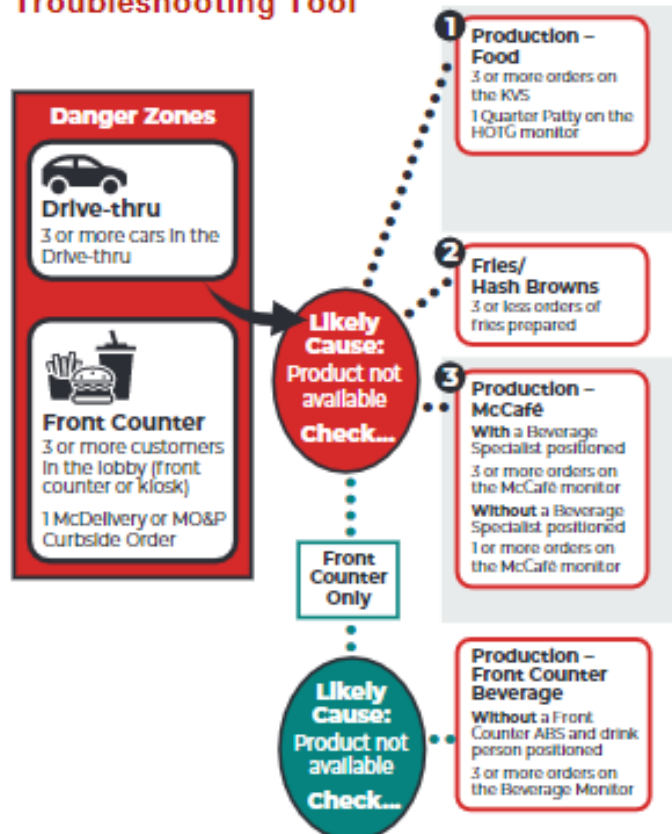| Restaurant	OEPE Peak Avg	Restaurant	OEPE Improvement	Restaurant	Pull Fwd %
BURLINGTON (Juan A.)	104	NASHUA (Mike D.)	-38	N. ATTLEBORO (Jenna C.)	20.6%
BRAINTREE (Carlos F.)	106	N. WEYMOUTH (Roberta P.)	-37	SWANSEA III (Karen A.)	10.1%
BILLERICA (Morgana A.)	109	NEWTON (Theresa S.)	-37	SWANSEA I (Stef C.)	18.9%
WALTHAM (Dossy M.)	110	BRAINTREE (Carlos F.)	-30	WALTHAM (Dossy M.)	18.7%
WOBURN (Florinda C.)	114	WOBURN (Florinda C.)	-30	WOBURN (Florinda C.)	16.4%

Ready for PEAK Shifts?

- **Positioning is KEY**
- **Pre – Shift completed going into the peak.**
- **Set & Communicate Targets.**
- **Communicate & Celebrate Success**

During Shift

Am I leading the shift effectively and positively?

- Responding to health and safety needs/requirements
- Following up on restaurant safeguards (hand-washing and gloves)
- Coaching team members and providing positive and development-targeted feedback
- Providing updates on expectations and targets
- Conducting regular travel paths
- Eliminating danger zones to ensure QSC
- Modeling and coaching to improve hospitality
- Engaging with employees and customers
- Responding to customer concerns professionally and effectively
- Taking care of the employee needs (breaks, training, etc.)
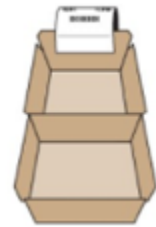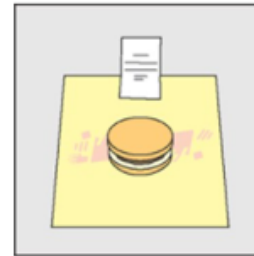
Troubleshooting Tool

Danger Zones

Drive-thru
3 or more cars in the Drive-thru

Front Counter
3 or more customers in the lobby (front counter or kiosk)
1 McDelivery or MO&P Curbside Order

Likely Cause: Product not available Check...

Front Counter Only

Likely Cause: Product not available Check...

1 Production – Food
3 or more orders on the KVS
1 Quarter Patty on the HOTG monitor

2 Fries/ Hash Browns
3 or less orders of fries prepared

3 Production – McCafé
With a Beverage Specialist positioned
3 or more orders on the McCafé monitor
Without a Beverage Specialist positioned
1 or more orders on the McCafé monitor

Production – Front Counter Beverage
Without a Front Counter ABS and drink person positioned
3 or more orders on the Beverage Monitor

KITCHEN (KVS & CHICKEN)

December

Restaurant	KVS Peak Avg	Restaurant	KVS Peak Improvement
LEXINGTON (Julie B.)	49	N. WEYMOUTH (Roberta P.)	-49
WOBURN (Florinda C.)	51	BILLERICA (Morgana A.)	-35
NEWTON (Theresa S.)	51	NEWTON (Theresa S.)	-35
BILLERICA (Morgana A.)	59	BRAINTREE (Carlos F.)	-31
WALTHAM (Dossy M.)	70	WALTHAM (Dossy M.)	-30

**Key to Sandwich Grill Order ACCURACY.
Grill Slip Placement for Wraps and Boxes.**

NOTE: See NABIT Section for Smart Grilling 1/25 POS update.

6 Enemies Of Oil

Heat
- Make sure cooking temperatures are correct. Oil needs to be hot enough to cook, but not hotter than that. If oil temperatures are too low, the food will be greasy and the quality will be poor.
  - Do not overload baskets or drop 2 baskets in the same vat at the same time. Too much product causes oil temperatures to drop and creates a longer recovery time. Product will not cook properly and will have poor quality. Instead of dropping everything at once, wait 30 seconds before dropping a second basket.
  - This could also lead to food safety concerns.
- When fryers are not in use: skim the oil, turn them off and cover them.
- A Fryer Fire-Up Schedule is critical! Use it to rotate vat usage and to optimize heating the vats at the times needed. *(Check out page 6 for more information.)*

Carbon
- Skim the vats at least every 30 minutes to remove crumbs before they burn and carbonize. Some products may require skimming more often because they produce more food particles.
- Auto Filtering: Do not skip auto-filtering when prompted.
- To prevent carbon buildup on the sides of fryers and in the oil, follow daily maintenance — filter the oil for 5 minutes and clean the fryers with the proper cleanser.

Air
- If you do not need all vats during slow periods of the day, turn off those not being used, cover until needed.
- After the day's frying is done and after skimming the vats (removing any food particles floating in the oil), turn the fryers off and cover the vats with vat covers.

Water
- Take care when filtering oil. Make sure every part of the filtering machine is completely dry before use.
- Before reinstalling the exhaust filters after cleaning, make sure the fryers are covered.
- Air dry fry baskets after washing. Do not hang them over the fryers until they are completely dry.
- If cook-from-frozen products:
  - *Are not completely frozen*, the moisture that is intended to be in the food will end up in the oil instead. The guest receives dried-out product and the restaurant's oil breaks down faster.
  - *Have been thawed and then refrozen*, the moisture that should be inside the products is on the outside in the form of ice crystals. That ice breaks down oil faster, resulting in products that aren't gold-standard quality.

Soap
- When filtering the oil, use the correct amount of KAY QSR Fryer Cleanser.
- Never use KAY QSR SolidSense All Purpose Super Concentrate (APSC) or any other cleanser to clean the fryer.

Salt
- To keep oil free of salt and seasoning:
  - Never salt over the fryer.
  - Salt away from vats.
- Skim the oil to remove any breading that may have fallen off during frying. Otherwise, it will continue to break down while in the oil.

HOGAN COMPANY CHICKEN CHAMPIONS

December

Restaurant	Units Served	Avg / Day	Restaurant	Units/ 1K Trans
NEWTON (Theresa S.)	3,974	128.2	NEWTON (Theresa S.)	130.2
Waltham (Dossy M.)	3,802	122.6	LEXINGTON (Julie B.)	116.6
MIDDLEBORO (Brandon D.)	3,632	117.2	MIDDLEBORO (Brandon D.)	108.8
NASHUA (Mike D.)	3,474	112.1	NASHUA (Mike D.)	108.4
BRAINTREE (Carlos F.)	3,399	109.6	BEDFORD (Eric A.)	107.5

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DIGITAL

MyM Rewards

"Welcome to McDonald's!

Will you be using the mobile app today?"

Yes? Then, ask for code:

"May I have your 4-digit code?"

Customer reads out 4-digit numeric code.

December MTD			
			M.O.P.
Restaurant	**GC / R / D**	**Restaurant**	**% of**
South Attleboro I (Rebecca O.)	144	SWANSEA I (Stef C.)	#1
WALTHAM (Dossy M.)	140	South Attleboro I (Rebecca O.)	#2
SWANSEA I (Stef C.)	131	BEDFORD (Eric A.)	#3
WOBURN (Florinda C.)	115	N. ATTLEBORO (Jenna C.)	#4
FALL RIVER I (Michelle F.)	114	FALL RIVER I (Michelle F.)	#5

GC / R / D = Guest Counts / Per Restaurant / Per Day

Displayed at top of sales panel:

Name MyMcDonald's
I see you're a Rewards member   Paying with App

Earn

"Hi, NAME. What can I get for you today?"

When complete, press **"Take Out Total"**.

OR

Displayed at top of sales panel:

Name MyMcDonald's
ITEM   Paying with App

When the yellow box appears, that means the customer's rewards or deal code has been applied to their unique account. Do **NOT** scan or enter it again.

Redeem *(same process used for redeeming deals)*

"Hi, NAME. I see you're redeeming a free ITEM."
Clarify if needed.

Enter item in register.

Reward applied:

Name MyMcDonald's
Offer Applied   Paying with App

Ask: *"Will there be anything else for you today?"*

When complete, press **"Take Out Total"**.

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McDelivery

Small orders
Food and 1 Drink

Medium orders
Food and 2 Drinks

Large orders
Food and 3-4 Drinks

Large bag / Large bag / Large bag / Large bag

Don't forget: Napkins, Straws, Ketchup or Condiments when requested

Cup holder / Cup holder

Drink(s) **only**

Food **only**

December

Restaurant	McDelivery Transactions	Restaurant	McDelivery Restaurant times
WALTHAM (Dossy M.)	1	LEXINGTON (Julie B.)	3:33
FALL RIVER III (Kristen W.)	2	BURLINGTON (Juan A.)	3:49
WOBURN (Florinda C.)	3	N. WEYMOUTH (Roberta P.)	4:01
NEWTON (Theresa S.)	4	BEDFORD (Eric A.)	4:14
BRAINTREE (Carlos F.)	5	PLYMOUTH (Brian S.)	4:16

Delivery Top 5 Elements To a Successful Delivery Order

- Restaurant must be active and available – Uptime Target 98%
- Verify correct hours of operations and correct menu and pricing in RFM
- React quickly to delivery orders on KVS/EXPO Monitors
- Double check orders for accuracy and hand-off to the right courier (UberEats/Door Dash/GrubHub)
- Raise awareness of McDelivery within own trading area

McDelivery Page

FRED Training

NABIT

Simplification
Smart Grilling
January 2022

Benefits: Reducing the number of grill instructions being displayed on KVS Monitors, Grill Slips and Pick Tickets to increase speed and accuracy in the kitchen and for guests.

How does it work?

- **When a customer decides to remove more than 50% of recipe components**, today's "NO" instructions will be converted to "ONLY" Instructions (for remaining components).
- **When a customer decides to remove all recipe components leaving only the "Bun, Meat and Salt,** today's "NO" instructions will be converted to a "PLAIN" instruction.
- **Available on Front Counter, DT, McDelivery, GMA or HHOT**

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Example: Big Mac

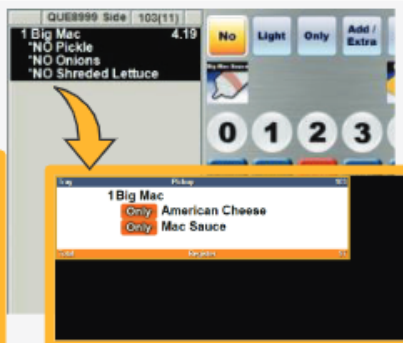### ≤ 50% Customized with 'No' Ingredients

Less than 50% of the recipe ingredients removed from the Big Mac sandwich build.

This shows the grill request "as is" from the order panel on the POS.

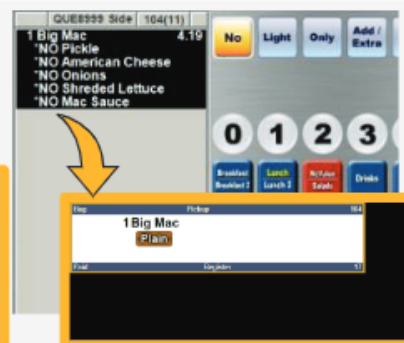### > 50% Customized with 'No' Ingredients

More than 50% of the recipe ingredients removed from the Big Mac sandwich build.

This shows the grill request simplified from "NO" to "ONLY" on the production monitor.

100% Customized with 'No' Ingredients

100% of the recipe ingredients removed from the Big Mac sandwich build.

This shows the grill request simplified from "NO" to "PLAIN" on the production monitor since the only ingredients left are the ones used in a 'Plain' build.

POS changes will go live on January 25 & 26.

What do crew need to know?

- There is no difference for how order takers enter the order in the POS. The sandwich will automatically be simplified once entered into the POS, McDelivery, GMA or HHOT.
- If order takers need to repeat a sandwich back to the guest, repeat it as it appears on the screen NOT as it was originally ordered.
  - If a customer asks why, you changed their order, say, *"You're right, We've changed the way the sandwiches show up on the screen to make it easier for you and the crew to know exactly how you want your sandwich."*
  - Any sandwich with cheese in the name still gets cheese.

DATES

1/3	Monthly FS completed by the GM/KM
1/5	NABIT Nation Webcast (3:30pm – 4:30pm)
1/10	EOW food Cost completed
1/13	Blueberry & Cream Pie
1/17	Sing II Happy Meal Ends
1/18	Teen Titans Happy Meal Begins (through 2/8)
1/27	Menu Hacks POP arrives
1/31	Menu Hacks Advertising begins
1/31	2 for $6 ENDS (POP Down)

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