

Hogan Company News



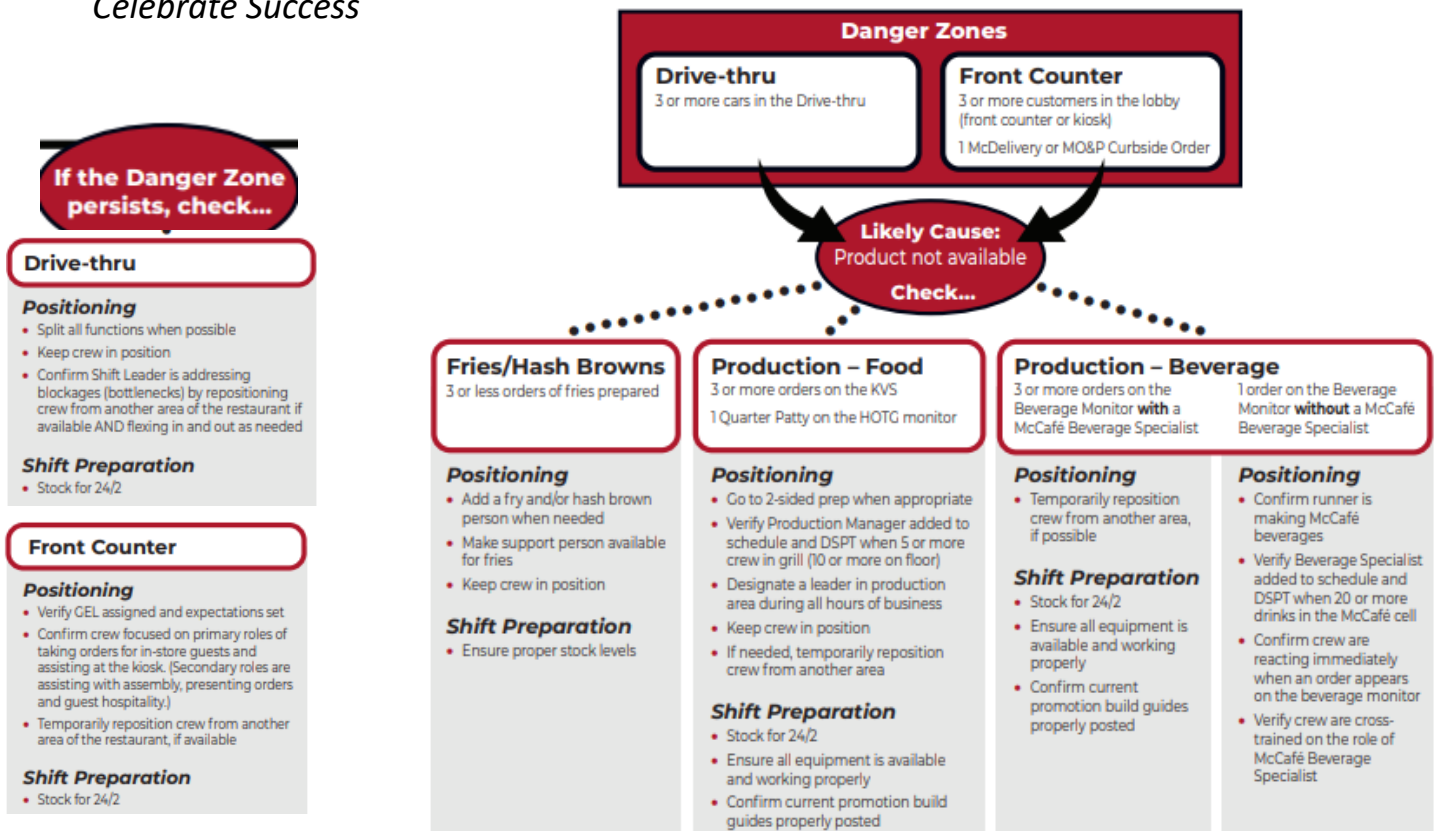
January MTD

<u>Restaurant</u>	<u>OEPE</u> <u>Peak</u> <u>Avg</u>	<u>Restaurant</u>	<u>OEPE</u> <u>Improve</u> <u>ment</u>	<u>Restaurant</u>	<u>Pull</u> <u>Fwd %</u>
WALTHAM (Dossy M.)	98	BRAINTREE (Carlos F.)	-33	SWANSEA III (Karen A.)	26.8%
BILLERICA (Morgana A.)	101	FALL RIVER 5 (Jose T.)	-25	N. ATTLEBORO (Jenna C.)	23.6%
BRAINTREE (Carlos F.)	105	WOBURN (Florinda C.)	-13	SWANSEA I (Stef C.)	23.5%
WOBURN (Florinda C.)	109	NASHUA (Mike D.)	-10	WALTHAM (Dossy M.)	20.0%
BURLINGTON (Juan A.)	111	NEWTON (Theresa S.)	-8	S. ATTLEBORO II (Danielle L.)	19.1%
Co. Target <140		Co. Target	-10	Co. Target 15%	

Ready for PEAK Shifts?

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

Troubleshooting Tool for Shift Leaders





KITCHEN (KVS & CHICKEN)



January MTD

<u>Restaurant</u>	<u>KVS</u> <u>Peak</u> <u>Avg</u>	<u>Restaurant</u>	<u>KVS</u> <u>Peak</u> <u>Improve</u> <u>ment</u>
NEWTON (Theresa S.)	50	NEWTON (Theresa S.)	-34
LEXINGTON (Julie B.)	50	WALTHAM (Dossy M.)	-24
WOBURN (Florinda C.)	51	WOBURN (Florinda C.)	-22
BILLERICA (Morgana A.)	66	NORTH WEYMOUTH (Roberta P.)	-19
BURLINGTON (Juan A.)	67	BRAINTREE (Carlos F.)	-18
Co. Target <70sec		Co. Target -10	

January MTD

<u>Restaurant</u>	<u>Units</u> <u>Served</u>	<u>Avg / Day</u>	<u>Restaurant</u>	<u>Units/ 1K</u> <u>Trans</u>
Waltham (Dossy M.)	3,346	111.5	NEWTON (Theresa S.)	128
NEWTON (Theresa S.)	3,231	107.7	LEXINGTON (Julie B.)	119.4
MIDDLEBORO (Brandon D.)	2,815	93.8	MIDDLEBORO (Brandon D.)	100.9
WOBURN (Florinda C.)	2,783	92.8	BEDFORD (Eric A.)	97.4
LEXINGTON (Julie B.)	2,742	91.4	NASHUA (Mike D.)	97.1

PRE- SHIFT

- ✓ Pre-Shift – will avoid 80-85% of all operational deficiencies
- ✓ Food Safety checks complete
- ✓ Targets Set – Communicated to the crew
- ✓ Positioning –
DSPT Guide
Production Leader
- ✓ Prep – R2D2 posted, accurate and communicated
- ✓ Product – stocked for 24/2

DURING THE SHIFT

- ✓ Coach Crew – recognize for jobs well done
- ✓ Monitor Targets – DT/FC/Grill
- ✓ Cabinet Management -
Waiting on food
Gold Standard Product
- ✓ Flex Crew in and out of position



DIGITAL



“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.

January MTD

<u>Restaurant</u>	<u>GC / R / D</u>	<u>Restaurant</u>	<u>M.O.P.</u> <u>% of</u> <u>Sales</u>
South Attleboro I (Rebecca O.)	140	SWANSEA I (Stef C.)	11.4%
WALTHAM (Dossy M.)	138	N. ATTLEBORO (Jenna C.)	10.7%
SWANSEA I (Stef C.)	125	South Attleboro I (Rebecca O.)	10.4%
FALL RIVER III (Kristen W.)	114	BEDFORD (Eric A.)	10.2%
WOBURN (Florinda C.)	112	NASHUA (Mike D.)	9.8%

GC / R / D = Guest Counts / Per Restaurant / Per Day > 178 Tcs





McDelivery



Put napkins and ketchup on top of sandwiches. This helps keep food warm and makes them easy to grab. Otherwise, pack food the same.

Always use freshly made fries. This makes sure they are HOT when they get to the Guest. Pack them last, just before the bag is sealed.

Large McDelivery bags can fit a lot of food. You can pack two meals in a single bag, or split larger orders to multiple bags.

Small McDelivery bags are for smaller orders. If an order just has food, or just drinks, use this size.



McDelivery Page



FRED Training

January MTD

Restaurant	McDelivery Transactions	Restaurant	McDelivery Restaurant times
WALTHAM (Dossy M.)	#1	BURLINGTON (Juan A.)	3:37
FALL RIVER III (Kristen W.)	#2	LEXINGTON (Julie B.)	3:44
WOBURN (Florinda C.)	#3	N. WEYMOUTH (Roberta P.)	3:55
MIDDLEBORO (Brandon D.)	#4	PLYMOUTH (Brian S.)	4:00
BRAINTREE (Carlos F.)	#5	BEDFORD (Eric A.)	4:04
		Co.Target < 5min	



People Celebration

We Had the following Managers complete Courses in the month of JANUARY

LTC

(Leadership Transitions Course)

Ana C. - Fall River I
Ellen D. - Fall River I
Brooke S.- Fall River III
Nancy S. - Fall River III
Darielle D. - Middleboro
Blake V. - South Attleboro I
Matt G. - South Attleboro II



DLIM

(Developing Leader in me)

Madison M. - Middleboro
Kory M. - Swansea III
Jordan A. - North Attleboro

Congratulations!



Incentive Update: Leaders through 6 days

Reminder top 3 (OEPE, OEPE improvement, KVS & KVS improvement) in each category will be receiving gift baskets filled with snacks for the crew.

HERE ARE THE LEADERS THROUGH 15 DAYS

1/17 - 2/28 (3 Peak restaurant incentive)			
OEPE	OEPE +/-	KVS	KVS +/-
BRAINTREE	BRAINTREE	NEWTON	NEWTON
BILLERICA	NEWTON	LEXINGTON	NORTH WEYMOUTH
WALTHAM	SWANSEA 3	WOBURN	WALTHAM



DATES

- 2/7 Shamrock Event product arrives in Restaurants
- 2/7 Weekly Food inventory completed by KM
- 2/8 Happy Meal STITCH begins.
- 2/14 **Happy Valentines Day**
- 2/14 Weekly Food inventory completed by KM
- 2/16 Shamrock Event all stores start selling
- 2/21 Weekly Food inventory completed by KM
- 2/25 Order Accuracy – Training kits arrive
- 2/26 EOM Food & Paper (Inventory completed by the GM)
- 2/27 Menu Hacks Promotion ENDS

