Hogan Company News



Ready for PEAK Shifts?

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

<u>January MTD</u>						
	<u>OEPE</u>		<u>OEPE</u>			
	Peak		<u>Improve</u>		<u>Pull</u>	
<u>Restaurant</u>	<u>Avg</u>	<u>Restaurant</u>	<u>ment</u>	<u>Restaurant</u>	Fwd %	
WALTHAM	98	BRAINTREE		-33 SWANSEA III		
(Dossy M.)	96	(Carlos F.)	-33	(Karen A.)	26.8%	
BILLERICA	101	FALL RIVER 5	-25	N. ATTLEBORO	23.6%	
(Morgana A.)	101	(Jose T.)	-25	(Jenna C.)	23.0%	
BRAINTREE	105	WOBURN	12	SWANSEA I	22 50/	
(Carlos F.)	Carlos F.) 105 (Florinda C.)		-13	(Stef C.) 23.59		
WOBURN	WOBURN 109		-10	WALTHAM	20.0%	
(Florinda C.)		(Mike D.)		(Dossy M.)	20.070	
BURLINGTON	111	NEWTON	-8	S. ATTLEBORO II	19.1%	
(Juan A.)	111	(Theresa S.)	-0	-8 (Danielle L.)		
Co. Target <140		Co. Target	-10	Co. Target 15%		

Troubleshooting Tool for Shift Leaders



Drive-thru

Positioning

- · Split all functions when possible
- Keep crew in position
- Confirm Shift Leader is addressing blockages (bottlenecks) by repositioning crew from another area of the restaurant if available AND flexing in and out as needed

Shift Preparation

Stock for 24/2

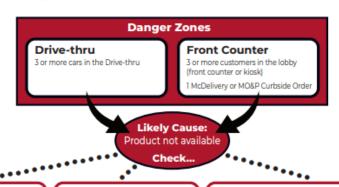
Front Counter

Positioning

- · Verify GEL assigned and expectations set
- Confirm crew focused on primary roles of taking orders for in-store guests and assisting at the kiosk. (Secondary roles are assisting with assembly, presenting orders and guest hospitality.)
- Temporarily reposition crew from another area of the restaurant, if available

Shift Preparation

Stock for 24/2



Fries/Hash Browns

3 or less orders of fries prepared

Positioning

- Add a fry and/or hash brown person when needed
- Make support person available for fries
- · Keep crew in position

Shift Preparation

Ensure proper stock levels

Production - Food

 $3\,\text{or}$ more orders on the KVS

1 Quarter Patty on the HOTG monitor

Positioning

- Go to 2-sided prep when appropriate
- Verify Production Manager added to schedule and DSPT when 5 or more crew in grill (10 or more on floor)
- Designate a leader in production area during all hours of business
- Keep crew in position
- If needed, temporarily reposition crew from another area

Shift Preparation

- Stock for 24/2
- Ensure all equipment is available and working properly
- Confirm current promotion build guides properly posted

Production – Beverage

3 or more orders on the Beverage Monitor **with** a McCafé Beverage Specialist 1 order on the Beverage Monitor without a McCafé Beverage Specialist

Positioning

 Temporarily reposition crew from another area, if possible

Shift Preparation

- Stock for 24/2
- Ensure all equipment is available and working properly
- Confirm current promotion build guides properly posted

Positioning

- Confirm runner is making McCafé beverages
- Verify Beverage Specialist added to schedule and DSPT when 20 or more drinks in the McCafé cell
- Confirm crew are reacting immediately when an order appears on the beverage monitor
- Verify crew are crosstrained on the role of McCafé Beverage



M KITCHEN (KVS & CHICKEN)



January MTD			
	KVS		KVS
			<u>Peak</u>
	<u>Peak</u>		<u>Improve</u>
<u>Restaurant</u>	<u>Avg</u>	<u>Restaurant</u>	<u>ment</u>
NEWTON	50	NEWTON	-34
(Theresa S.)	30	(Theresa S.)	-34
LEXINGTON	50	WALTHAM	-24
(Julie B.)	30	(Dossy M.)	-24
WOBURN	51	WOBURN	-22
(Florinda C.)	21	(Florinda C.)	-22
BILLERICA	CC	NORTH WEYMOUTH	10
(Morgana A.)	66	(Roberta P.)	-19
BURLINGTON	67	BRAINTREE	-18
(Juan A.)	67	(Carlos F.)	-10
Co. Target <70sec		Co. Target -10	



January MTD					
	Units			Units/1K	
Restaurant	Served	Avg / Day	Restaurant	<u>Trans</u>	
Waltham	2 246	111.5	NEWTON	128	
(Dossy M.)	3,346		(Theresa S.)		
NEWTON	3,231	107.7	LEXINGTON	119.4	
(Theresa S.)	3,231	107.7	(Julie B.)	119.4	
MIDDLEBORO	2,815	93.8	MIDDLEBORO	100.9	
(Brandon D.)	2,615	93.8	(Brandon D.)	100.9	
WOBURN	2 702	02.0	BEDFORD	07.4	
(Florinda C.)	2,783	92.8	(Eric A.)	97.4	
LEXINGTON	2 742	01.4	NASHUA	97.1	
(Julie B.)	2,742	91.4	(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



"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.

\boldsymbol{J}	anuar	y MTD		
			M.O.P.	
			<u>% of</u>	
<u>Restaurant</u>	GC/R/D	<u>Restaurant</u>	<u>Sales</u>	
South Attleboro I	140	SWANSEA I	11 40/	
(Rebecca O.)	140	(Stef C.)	11.4%	
WALTHAM	120	N. ATTLEBORO	10.70/	
(Dossy M.)	138	(Jenna C.)	10.7%	
SWANSEA I	125	South Attleboro I	10 40/	
(Stef C.)	125	(Rebecca O.)	10.4%	
FALL RIVER III	114	BEDFORD	10.20/	
(Kristen W.)	114	(Eric A.)	10.2%	
WOBURN	112	NASHUA	9.8%	
(Florinda C.)	112	(Mike D.)	9.8%	

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





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.



January MTD				
			McDelivery	
	McDelivery		Restaurant	
Restaurant	Transactions	Restaurant	times	
WALTHAM	#1	BURLINGTON	3:37	
(Dossy M.)	#1	(Juan A.)	3:37	
FALL RIVER III	#2	LEXINGTON	2.44	
(Kristen W.)	#2	(Julie B.)	3:44	
WOBURN	#3	N. WEYMOUTH	3:55	
(Florinda C.)	#5	(Roberta P.)	3.33	
MIDDLEBORO	#4	PLYMOUTH	4:00	
(Brandon D.)	#4	(Brian S.)	4.00	
BRAINTREE	#5	BEDFORD	4:04	
(Carlos F.)	#3	(Eric A.)	4:04	
•		Co.Target < 5min	1	

M People Celebration

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



DLIM

(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



(Developing Leader in me)

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





Incentive Upodate: 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
WALTHAM	SWANSEA 3	WOBURN	WEYMOUTH WALTHAM





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

