

HOGAN COMPANY NEWS



April 1st - 24th

<u>Restaurant</u>	<u>OEPE Peak Avg</u>	<u>Restaurant</u>	<u>OEPE Improvement</u>	<u>Restaurant</u>	<u>Pull Fwd %</u>
WOBURN (Florinda C.)	78	Middleboro (Brandon D.)	-46	WOBURN (Florinda C.)	23.0%
BILLERICA (Morgana A.)	89	NEWTON (Theresa S.)	-39	FALL RIVER I (Michelle F.)	18.4%
BURLINGTON (Juan A.)	89	FALL RIVER III (Kristen W.)	-34	BURLINGTON (Juan A.)	18.40%
BRAINTREE (Carlos F.)	95	BILLERICA (Morgana A.)	-28	S. ATTLEBORO II (Danielle L.)	18.20%
LEXINGTON (Julie B.)	100	WOBURN (Florinda C.)	-24	FALL RIVER III (Kristen W.)	16.6%
Co. Target <140		Co. Target	-10	Co. Target 15%	

Driving Peak Performance.

- ❖ Effective Shift Management Focus
- ❖ Smart Order Taking
- ❖ Pull Forward
- ❖ Competitions – Recognition and Engagement
- ❖ Set shift to shift TARGETS daily



KVS screen set on ZOOM 4

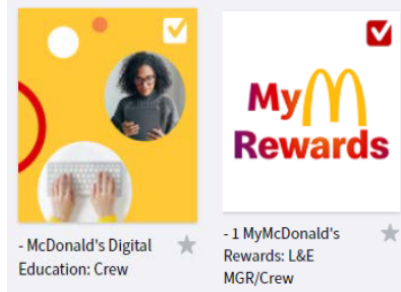
Keeping the KVS at zoom 4 (4 orders visible at a time) helps with bumping the orders at the right time and helps with Order Accuracy and KVS times



April 1st - 24th

<u>Restaurant</u>	<u>KVS Peak Avg</u>	<u>Restaurant</u>	<u>KVS Peak Improvement</u>
WOBURN (Florinda C.)	37	BILLERICA (Morgana A.)	-49
LEXINGTON (Julie B.)	41	BRAINTREE (Carlos F.)	-42
NEWTON (Theresa S.)	43	NORTH WEYMOUTH (Roberta P.)	-36
BILLERICA (Morgana A.)	52	Middleboro (Brandon D.)	-31
Middleboro (Brandon D.)	53	PLAINVILLE (Holly L.)	-29
Co. Target <70sec		Co. Target -10	

Mc Digital & McDelivery



Digital Ambassadors help to build the Digital business in their Restaurant.

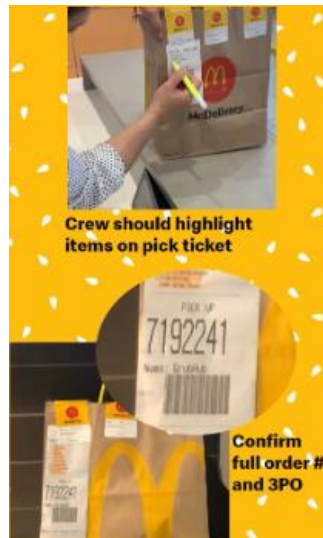
1. Digital Ambassadors assist guests with downloading the app, placing orders, and redeeming deals and rewards
2. Digital Ambassadors are experts with Gold Standard Digital procedures
3. Digital Ambassadors help to support crew and customers with questions or issues

April 1st - 24th

<u>Restaurant</u>	<u>GC / R / D</u>	<u>Restaurant</u>	<u>M.O.P.</u> <u>% of Sales</u>
WALTHAM (Dossy M.)	202	SWANSEA I (Stef C.)	12.6%
South Attleboro I (Rebecca O.)	193	South Attleboro I (Rebecca O.)	12.3%
FALL RIVER I (Michelle F.)	168	FALL RIVER I (Michelle F.)	11.7%
SWANSEA I (Stef C.)	167	NORTH ATTLEBORO (Jenna C.)	11.50%
WOBURN (Florinda C.)	161	BEDFORD (Eric A.)	10.70%

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

Inaccuracy



April 1st - 21st

<u>Restaurant</u>	<u>McDelivery Transactions</u>	<u>Restaurant</u>	<u>McDelivery Restaurant times</u>
WALTHAM (Dossy M.)	#1	BURLINGTON (Juan A.)	2:53
FALL RIVER III (Kristen W.)	#2	LEXINGTON (Julie B.)	3:14
WOBURN (Florinda C.)	#3	PLYMOUTH (Brian S.)	3:19
FRANKLIN (Mario R.)	#4	Middleboro (Brandon D.)	3:28
NEWTON (Theresa S.)	#5	WOBURN (Florinda C.)	3:34
Co.Target < 5min			

VOICE



April 1st - 24th

<u>Restaurant</u>	<u>Voice %</u>	<u>Restaurant</u>	<u>EBP</u>
S. ATTLEBORO II (Danielle L.)	84.6%	S. ATTLEBORO II (Danielle L.)	0.0%
FALL RIVER III (Kristen W.)	81.8%	BRAINTREE (Carlos F.)	0.0%
BILLERICA (Morgana A.)	76.5%	RAYNHAM (TBD)	3.6%
PLAINVILLE (Holly L.)	76.5%	WALTHAM (Dossy M.)	4.5%
South Attleboro I (Rebecca O.)	75.9%	NORTH WEYMOUTH (Roberta P.)	4.8%



DATES

- 4/26 HOGAN Co. **HIRING DAY 7am -7pm**
- 4/28 EOM – Completed by the GM
- 4/28 Restaurants Receive NEW Loyalty/Digital Retail POP
- 4/29 Training kits arrive for May NABIT webcast
- 5/1 GM / KM completed Monthly FS on Squadle
- 5/4 NABIT Nation Webcast
- 5/10 Disney World 50th Anniversary 2.0 Happy Meal Begins
- 5/15 Glazed Pull Apart Donut Retail End Date
- 5/16 Chocolatey Pretzel McFlurry product arrives (week of)

**COMMUNICATION
IS WHAT MAKES A
TEAM STRONG**

