

HOGAN COMPANY NEWS



April EOM

<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.)	79	Middleboro (Brandon D.)	-45	WOBURN (Florinda C.)	22.7%
BURLINGTON (Juan A.)	88	NEWTON (Theresa S.)	-36	S. ATTLEBORO II (Danielle L.)	18.1%
BILLERICA (Morgana A.)	89	FALL RIVER III (Kristen W.)	-32	FALL RIVER I (Michelle F.)	18.00%
BRAINTREE (Carlos F.)	97	BILLERICA (Morgana A.)	-29	BURLINGTON (Juan A.)	17.60%
LEXINGTON (Julie B.)	103	FALL RIVER I (Michelle F.)	-28	FALL RIVER III (Kristen W.)	15.5%
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

APRIL OPS INCENTIVE

WINNERS

OEPE

- #1 – 394 Points -WOBURN
- #2 – 356 Points – BURLINGTON
- #3 – 330 Points – BILLERICA
- #4 – 306 Points – WALTHAM
- #5 – 302 Points – NEWTON

Saturday 11- 2 TOP Car count growth % vs. 3/28 baseline.

- #1 – Swansea 3 - \$200
- #2 – Lexington - \$150
- #3 – North Attleboro - \$100

KVS

- #1 – 322 Points -WOBURN
- #2 – 286 Points – NEWTON
- #3 – 254 Points – WALTHAM
- #4 – 226 Points – LEXINGTON
- #5 – 212 Points – BURLINGTON

OEPE and KVS incentive:

Your Ops Supervisors will be getting the SNACK PACKS from me early next week to deliver to your restaurants, ENJOY 😊

NO FOOD = NO SERVICE

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 EOM

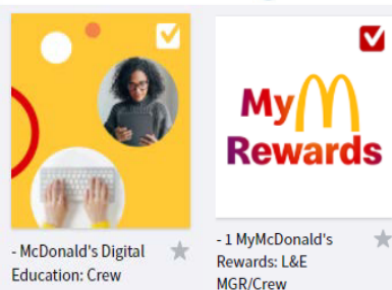
<u>Restaurant</u>	<u>KVS Peak Avg</u>	<u>Restaurant</u>	<u>KVS Peak Improvement</u>
WOBURN (Florinda C.)	37	BILLERICA (Morgana A.)	-50
LEXINGTON (Julie B.)	43	BRAINTREE (Carlos F.)	-46
NEWTON (Theresa S.)	44	NORTH WEYMOUTH (Roberta P.)	-36
BILLERICA (Morgana A.)	50	PLAINVILLE (Holly L.)	-33
BRAINTREE (Carlos F.)	52	Middleboro (Brandon D.)	-29
Co. Target <70sec		Co. Target -10	

Digital & McDelivery



<u>April EOM</u>			
<u>Restaurant</u>	<u>GC / R / D</u>	<u>Restaurant</u>	<u>M.O.P. % of Sales</u>
WALTHAM (Dossy M.)	203	SWANSEA I (Stef C.)	12.5%
South Attleboro I (Rebecca O.)	193	South Attleboro I (Rebecca O.)	12.4%
FALL RIVER I (Michelle F.)	172	FALL RIVER I (Michelle F.)	11.8%
SWANSEA I (Stef C.)	169	NORTH ATTLEBORO (Jenna C.)	11.7%
WOBURN (Florinda C.)	163	BEDFORD (Eric A.)	10.6%

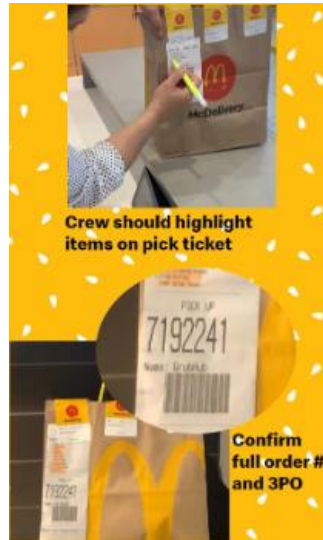
GC / R / D = Guest Counts / Per Restaurant / Per Day > 178 Tcs



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

Inaccuracy



April 1st - 28th

<u>Restaurant</u>	<u>McDelivery Transactions</u>	<u>Restaurant</u>	<u>McDelivery Restaurant times</u>
WALTHAM (Dossy M.)	#1	LEXINGTON (Julie B.)	2:32
FALL RIVER III (Kristen W.)	#2	BURLINGTON (Juan A.)	2:46
WOBURN (Florinda C.)	#3	PLYMOUTH (Brian S.)	3:07
NEWTON (Theresa S.)	#4	Middleboro (Brandon D.)	3:19
FRANKLIN (Mario R.)	#5	WOBURN (Florinda C.)	3:21
Co.Target < 5min			

VOICE



APRIL EOM

<u>Restaurant</u>	<u>Voice %</u>	<u>Restaurant</u>	<u>EBP</u>
PLAINVILLE (Holly L.)	78.9%	BRAINTREE (Carlos F.)	0.0%
LEXINGTON (Julie B.)	78.9%	WALTHAM (Dossy M.)	3.7%
Middleboro (Brandon D.)	78.6%	NORTH WEYMOUTH (Roberta P.)	3.7%
BILLERICA (Morgana A.)	78.3%	NORTH ATTLEBORO (Jenna C.)	3.9%
South Attleboro I (Rebecca O.)	77.8%	BEDFORD (Eric A.)	4.5%

Receipt = Automatically to be given to all customers with any order in the DT and FC

TRAINING UPDATE

Congratulation to the following CREW TRAINERS for completing the Crew trainer curriculum and passing the Assessment

Abigail P.

Yaritza P.

Jadyn W.

Gianna M.

Alyssa P

Brady M.

Angelis V.

Joseph R.

Mariam H.

Jacob D.

Gretchen G.

Sophia H.

WINNER \$100 Gift Card: Alyssa P.

WINNER \$75 Gift Card: Brady M.

WNNER \$50 Gift Card: Sophia H.



DATES

- 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)
- 5/16 – 5/20 Digital Activation week (Plan a Digital PLUS UP EVENT)

