

HOGAN COMPANY NEWS



May 1st - 22nd

| <u>Restaurant</u> | <u>OEPE Peak Avg</u> | <u>Restaurant</u> | <u>OEPE Improvement</u> | <u>Restaurant</u> | <u>Pull Fwd %</u> |
|-------------------------------|----------------------|-------------------------------|-------------------------|-------------------------------|-------------------|
| BILLERICA (Morgana A.) | 77 | Middleboro (Brandon D.) | -54 | FALL RIVER I (Michelle F.) | 19.5% |
| BURLINGTON (Juan A.) | 85 | BILLERICA (Morgana A.) | -49 | WOBURN (Florinda C.) | 19.2% |
| WOBURN (Florinda C.) | 99 | PLYMOUTH (Brian S.) | -38 | BURLINGTON (Juan A.) | 18.80% |
| LEXINGTON (Julie B.) | 110 | S. ATTLEBORO II (Danielle L.) | -35 | S. ATTLEBORO II (Danielle L.) | 14.50% |
| S. ATTLEBORO II (Danielle L.) | 118 | LEXINGTON (Julie B.) | -35 | ATTLEBORO (Jenna C.) | 14.3% |
| 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



NO FOOD = NO SERVICE



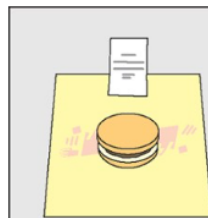
Improve Kitchen Accuracy!



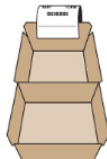
-Keep KVS on ZOOM 4

- Grill Slips place properly on the Box / Wrap

Position the **grill slip**, print side up, on the upper **middle edge** of the wrap. Attach it by firmly pressing down on the bottom two adhesive strips. The remaining adhesive strips will not be touching the wrap.



Position the **grill slip**, print side up, diagonally on the **upper left corner** of the wrap. Attach it by firmly pressing down on the top two adhesive strips.



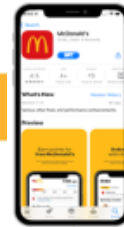
Attach the **grill slip** to the crown side of the box facing the initiator. When assembly is completed close the box. Fold the **grill slip** so that the second adhesive strip adheres to the top of the box. Slide into HLZ/OAT so the service team can see the order number.

May 1st - 22nd

| <u>Restaurant</u> | <u>KVS Peak Avg</u> | <u>Restaurant</u> | <u>KVS Peak Improvement</u> |
|------------------------|---------------------|-------------------------------|-----------------------------|
| WOBURN (Florinda C.) | 40 | BILLERICA (Morgana A.) | -44 |
| LEXINGTON (Julie B.) | 41 | NORTH WEYMOUTH (Roberta P.) | -37 |
| BILLERICA (Morgana A.) | 48 | BOURNE (David T.) | -32 |
| BURLINGTON (Juan A.) | 57 | WALTHAM (Dossy M.) | -25 |
| NEWTON (Theresa S.) | 58 | S. ATTLEBORO II (Danielle L.) | -25 |
| Co. Target <70sec | | Co. Target -10 | |



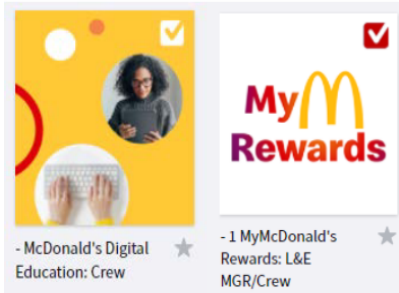
Digital ACTIVATION WEEK



May 1st - 22nd

| Restaurant | GC / R / D | Restaurant | M.O.P. % of Sales |
|-----------------------------------|------------|-----------------------------------|----------------------|
| WALTHAM (Dossy M.) | 197 | SWANSEA I (Stef C.) | 13.1% |
| South Attleboro I (Rebecca O.) | 195 | FALL RIVER I (Michelle F.) | 12.5% |
| WOBURN (Florinda C.) | 179 | South Attleboro I (Rebecca O.) | 12.5% |
| FALL RIVER I (Michelle F.) | 174 | NORTH ATTLEBORO (Jenna C.) | 11.8% |
| SWANSEA I (Stef C.) | 163 | PLAINVILLE (Holly L.) | 11.7% |

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



FOB = Best Bets

Production

| | | |
|---|---|---|
| Is waste being counted correctly and by daypart? | Y | N |
| Spot check waste and trash containers. | Y | N |
| Are UHC holding times being adhered to? | Y | N |
| Have the daily UHC charts been posted and being used? | Y | N |
| Yield report posted at salad area? All utensils on hand and used? | Y | N |
| All station guides posted and followed? | Y | N |
| Are build to's for salads, parfaits, etc. being followed? | Y | N |
| Are proper cooking procedures taking place? | Y | N |
| Are proper Fry cooking/bagging procedures taking place? | | |
| Are proper assembly procedures taking place? | Y | N |

Inventory Controls

| | | |
|---|---|---|
| Is the daily stat book accurate and complete? | Y | N |
| Do the daily stat items reflect the current opportunities? | Y | N |
| Are QCR targets posted and communicated to all staff? | Y | N |
| Is Top 3 stat and waste opportunities posted? | Y | N |
| Are stock build-to lists posted and are they being followed? | Y | N |
| Are all stock levels appropriate for current volume? | Y | N |
| Are all products within primary and secondary code dates? Rotated Properly? | Y | N |
| Bun adjustments completed? | | |

Oil Quality Reminders



Heat is the enemy of oil!
¡El calor es enemigo del aceite!



Cover vats when not in use
Tapa las tinas cuando no estén en uso

Keep effective Fire-Up Schedule to:
Mantén una programación de encendido de equipo para:



Maximize the life of Gold Standard Oil Quality
Maximizar la vida del aceite del estándar de calidad dorada



Save money on utility costs
Ahorrar dinero en costos de servicios públicos

Links to Resources to Improve OIL quality and Yield.

(Click to be redirected to the page)

- [OIL VIDEO \(5min\)](#)
- [Oil Quality AAG for Managers](#)
- [Oil Quality for Crew \(English / Spanish\)](#)
- [Oil Quality Hi-5 Card](#)
- [Oil Quality Tracking Form](#)
- [FIRE UP Schedule](#)
- [FRYMASTER - YOUTUBE CHANNEL \(lots of Boil Out Videos\)](#)





DATES

- 5/23 DT Zoom Timer Regional incentive starts
- 5/25 ALL STORES selling Chocolatey Pretzel McFlurry.
- 5/25 Crew Schedule Completed by the PM.
- 5/27 DT MANIA DAY (Focus on Presenting)
- 5/30 EOM completed by the GM
- 5/30 QPC – Advertising starts.
- 6/1 GM/KM completes Monthly FS



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barcode with any mobile device.

