



# Weekly McNews



**Hogan Company Restaurant KPI (Key Performance Indicators) leaders are highlighted below. Back to Basic shift management routines are the key to achieving high level of customer satisfaction. Next Shift you run keep in mind you play a significant role in your restaurants KPI results. You should know where you and your team always stand. If you don't see your restaurant here, please make sure to inquire with your General Manager and or Operations Supervisors on how your restaurant is performing.**

<b><u>KPI (March)</u></b>							
<u>Restaurant</u>	<u>VOICE</u>	<u>Restaurant</u>	<u>OEPE</u>	<u>Restaurant</u>	<u>R2P</u>	<u>Restaurant</u>	<u>KVS</u>
SWANSEA III (Karen A.)	92.9%	WOBURN (Florinda C.)	97	WOBURN (Florinda C.)	71	WOBURN (Florinda C.)	43
BRAINTREE (Santa P.)	90.0%	BILLERICA (Carlos F.)	102	LEXINGTON (Julie B.)	112	BILLERICA (Carlos F.)	55
NORTH WEYMOUTH (Roberta P.)	87.5%	BURLINGTON (Juan A.)	114	BEDFORD ( Eric A. )	121	BURLINGTON (Juan A.)	64
FALL RIVER I (Michelle F.)	72.2%	LEXINGTON (Julie B.)	132	NORTH ATTLEBORO (Jordan)	128	NORTH ATTLEBORO (Jordan)	66
Middleboro (Maddy M. )	70.6%	WALTHAM ( Dossy M.)	137	BILLERICA (Carlos F.)	142	BEDFORD ( Eric A. )	68

**While the KPI includes ALL DAY data we have not waived off our THREE PEAK focus. When we narrow down on the day parts and the measures that matter the most, we know that it can have positive impact on our Customer Satisfaction. QSC (Quality, Service and Cleanliness) for Breakfast (7am – 11am), Lunch (11am-2pm) and Dinner (5pm – 7pm) peaks. OEPE, KVS, R2P and T/C (+/-)**

<b><u>Drive Thru 3 PEAK Ops ( March )</u></b>							
<u>Restaurant</u>	<u>OEPE Peak Avg</u>	<u>Restaurant</u>	<u>3 Peak Pull Fwd %</u>	<u>Restaurant</u>	<u>KVS</u>	<u>Restaurant</u>	<u>R2P</u>
BILLERICA (Carlos F.)	80	BURLINGTON (Juan A.)	21.66%	WOBURN (Florinda C.)	35	WOBURN (Florinda C.)	56
WOBURN (Florinda C.)	87	NEWTON (Theresa S.)	21.44%	BILLERICA (Carlos F.)	51	LEXINGTON (Julie B.)	97
WALTHAM ( Dossy M.)	101	WOBURN (Florinda C.)	20.49%	LEXINGTON (Julie B.)	51	NEWTON (Theresa S.)	99
BURLINGTON (Juan A.)	107	PLYMOUTH (Brian S.)	20.14%	BEDFORD ( Eric A. )	55	FALL RIVER I (Michelle F.)	110
<b>Co. Target &lt;140</b>		<b>Pull Fwd %</b>		<b>Co. Target &lt;70</b>		<b>Co. Target &lt;140</b>	



## People



Congratulations to our most Recent  
Hamburger University Graduate and  
Team Award Winner.

**JORDAN**



## March OPS incentive – Does your TEAM KNOW



### Hogan Co. March OPS Incentive.

TOP 6 restaurants in overall KVS and 6 Best Improved KVS for the month of March will be getting snack pack Deliveries. YUP by popular demand you asked for them and they are BACK....

Company goal is to reduce KVS in March by 10 seconds. Let's make it happen.



# KITCHEN (Back to BASICS)

1

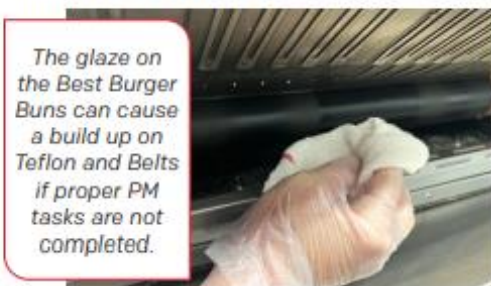
- Keep bun pillow packs covered to protect the buns from drying out.
- Open only one section at a time.



*Fresh, moist buns toast up better and retain more heat in the bun.*

2

- Wipe down Teflon several times a day.
- Use a clean sanitized towel to clean Teflon sheets before sticking occurs.



*The glaze on the Best Burger Buns can cause a build up on Teflon and Belts if proper PM tasks are not completed.*

3

- Adjust the "Lighter and Darker" settings and the "Compression" settings on the toaster to achieve a gold standard toast.



*Remember the heels will be darker than the crowns due to the increased thickness of the heels. Refer to the posted bun toast guides for comparison.*

4

- Wipe down infeed chutes and bun landing area immediately after breakfast to remove any cornmeal from the English Muffins.



*Cornmeal on the infeed chutes can impede buns from sliding completely into the toaster.*

5

*How to Take a Bun Temperature:*  
[Click Here](#)  
or scan QR Code



- Take the temperature of a Regular Bun Crown daily or whenever changes are made to the toaster settings.
- Probe the center of the Regular Bun Crown, just under the toasted surface.

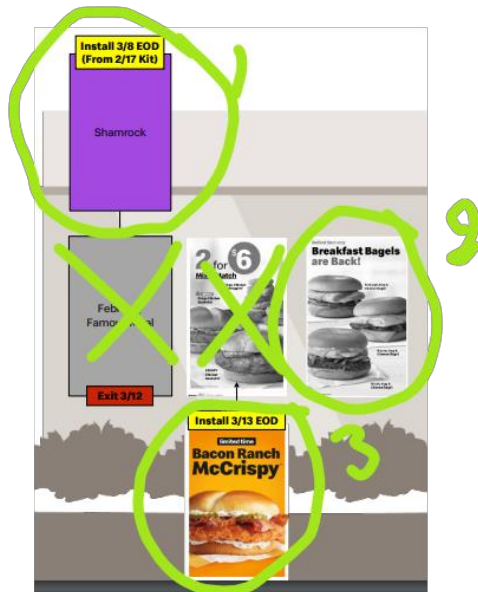
*Temperature must be taken within 5 seconds of completion of the toasting. The temperature should be a minimum of 160°F.*





## POP & Marketing

### WINDOW POP



### This Week's Local GMA Offers

#### Week of 3/6/23 - 3/12/23

- NATIONAL FLASH OFFER EVERY FRIDAY - 3/10: Free Medium Fries with +\$1 purchase
- LOCAL FLASH OFFER EVERY WEDNESDAY - 3/8: Free Happy Meal with +\$5 purchase
- LOCAL DAILY OFFER: 20% off any purchase +\$2
- LOCAL DAILY OFFER: Free Any Size McCafe with +\$3 purchase
- LOCAL DAILY OFFER: Free Any Size Fries with +\$2 purchase
- LOCAL DAILY OFFER: \$2 any Breakfast Sandwich (excludes bagels and steak sandwiches)
- LOCAL DAILY OFFER: Free Medium Fries & Medium Soft Drink with purchase of a Big Mac
- LOCAL MOP EXCLUSIVE OFFER: Free Crispy Chicken sandwich with +\$2 purchase
- LOCAL MOP EXCLUSIVE: 30% off any +\$5 purchase
- DOWNLOAD OFFER - NEW CUSTOMERS ONLY: \$4 off +\$4

**PLEASE CLEAN UP WINDOW POP. These 3 posters + Hiring) are the only posters that should be UP.**



## Dates

- 3/8 – Bacon Ranch McCrispy – All Stores selling.
- 3/8 – Lemonade – All Stores selling.
- 3/8 – Crew Schedules Completed
- 3/13 – Weekly Inventory Completed by KM
- 3/13 – 2 for \$6 Promotion ENDS (remove all POP)
- 3/13 – Celebrity Meal ENDS (remove all POP)
- 3/14 – HM Karmas Happy Meal Begins through 4/3
- 3/15 – Weekly Crew Schedules completed.
- 3/19 – Shamrock Event Phase out starts.
- 3/20 – Weekly Inventory Completed by KM
- 3/22 – Weekly Crew Schedules completed.
- 3/27 – BEST BURGER webcast (3pm – 4:30pm)**
- 3/29 – EOM inventory completed by GM.

### Best Burger

