



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.

### **Key Performance Indicators (JUNE)**

<u>Restaurant</u>	<u>VOICE</u>	<u>Restaurant</u>	<u>OEPE</u>	<u>Restaurant</u>	<u>R2P</u>	<u>Restaurant</u>	<u>KVS</u>
BRAINTREE (Santa P.)	94.4%	WOBURN (Florinda C.)	80	LEXINGTON (Brenda L.)	110	WOBURN (Florinda C.)	36
WOBURN (Florinda C.)	93.8%	BURLINGTON (Juan A.)	86	PLYMOUTH (Brian S.)	124	BURLINGTON (Juan A.)	50
WALTHAM (Dossy M.)	90.0%	BILLERICA (Carlos F.)	108	NORTH ATTLEBORO (Jordan)	128	BILLERICA (Carlos F.)	65
NASHUA (Jose T.)	81.8%	WALTHAM (Dossy M.)	130	NEWTON (Theresa S.)	131	LEXINGTON (Brenda L.)	74
LEXINGTON (Brenda L.)	81.3%	BEDFORD (Eric A.)	145	BILLERICA (Carlos F.)	132	BEDFORD (Eric A.)	76

**ALL DAY (Open to Close) Measures**

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 (+/-)

### **Drive Thru 3 PEAK Ops ( June )**

<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>
WOBURN (Florinda C.)	74	BURLINGTON (Juan A.)	32.00%	WOBURN (Florinda C.)	30	WOBURN (Florinda C.)	49
BURLINGTON (Juan A.)	76	BURLINGTON (Juan A.)	22.80%	BURLINGTON (Juan A.)	49	BURLINGTON (Juan A.)	51
BILLERICA (Carlos F.)	84	WALTHAM (Dossy M.)	20.60%	NEWTON (Theresa S.)	52	NEWTON (Theresa S.)	52
WALTHAM (Dossy M.)	92	NEWTON (Theresa S.)	18.20%	LEXINGTON (Brenda L.)	52	LEXINGTON (Brenda L.)	52
<b>Co. Target &lt;140</b>		<b>Pull Fwd %</b>		<b>Co. Target &lt;70</b>		<b>Co. Target &lt;140</b>	

## NABIT – UPDATES!!!!!!

Use current baked goods container to hold prepped 2 or 3 pack bags w/two four hour hold times.

For high volume locations an additional container can be used for single cookie and cookie tote sales (white hutzler or tongs are to be used when filling bags or tote).



Cambro w/4-hour hold time placement at condiment center



DT Ready/Next Cart

Condiment Cart (re-purposed)

- Ensure eProduction configuration tool is set for proper baking times
- When supply of McCafé baked goods are depleted the display case on Front Counter is no longer required
- Chocolate chip cookies can be bagged in 2's or 3's (*based on BU menu*) and place into current McCafé baked goods container marked with two four-hour expiration stickers
- Bagged cookies can be placed in a black Cambro bin at the condiment center or order assembly area utilizing one of the four-hour stickers from the baked good container
- High volume restaurants can utilize McCafé baked goods containers for individual cookie and tote sales marked with four-hour expiration



## RMHC – GIVE A LITTLE LOVE

### Hogan Co. LEADERS

WOBURN (Florinda C.)	\$2,451
NORTH ATTLEBORO (Jordan)	\$1,219
NEWTON (Theresa S.)	\$1,124
WALTHAM (Dossy M.)	\$1,078



**THANK YOU everyone in just two weeks we collected roughly \$15k in Donations for [RMHC of New England](#)**

### **DID YOU KNOW!**

Most of you are aware of the RMHC houses throughout New England but did you know RMHC is MOBILE as well?

The Ronald McDonald Care Mobile in Worcester, Massachusetts was the first of its kind in the world and provides medical and dental care to children with unmet healthcare needs.

The Ronald McDonald Care Mobile in Rhode Island (also known as The Molar Express) provides dental care to children in local communities.

# Best Burger – Preparation





## PREP & PRODUCE

**GOAL: use within 30 for ultimate freshness**  
*(maximum 2-hour hold time)*

- Hydrate the onions. Fluffy white onions soak up the patty juice adding a savory flavor and keeping the patty hotter
- Fresh, crisp lettuce and slivered onions at the prep table

## Onions

A gold-standard reconstituted onion is well hydrated, creating large plump pieces that are white and soft to the touch.



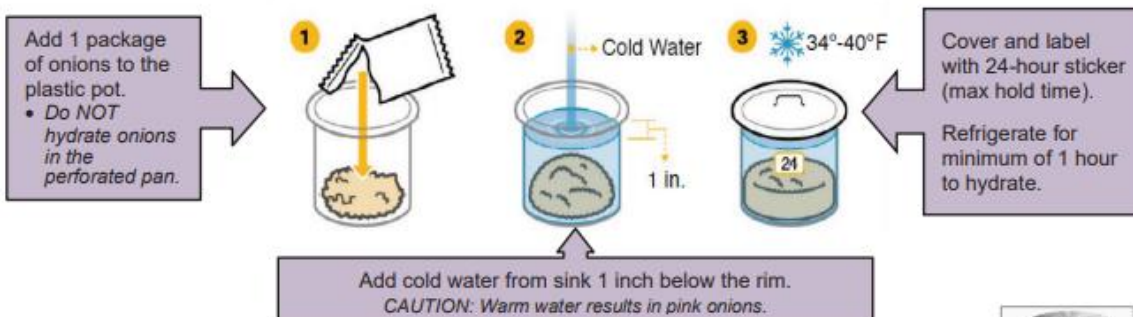
**Under-Hydrated**  
Smaller pieces, yellow color



**Properly Hydrated**  
Large, plump, white color

### Proper Onion Hydration Procedures

*NOTE: Detailed onion procedures are available in the Operations Manual and printed on the packaging you receive at the restaurant.*



## Produce

### Prep Less More Often

Serve cool, crisp lettuce and slivered onions by prepping less more often:



To help successfully prep more often, when possible, schedule a dedicated prep person who will be accountable for the quality of ingredients being prepared.



## 100 DAYS OF WICKED MASS SUMMAH 🤪



### June 11th – August 5th

6/11 – 6/24 Weeks 1 & 2 | Breakfast Peak 7 am – 9 am

6/25 – 7/8 Weeks 3 & 4 | Lunch Peak 11 am – 2 pm

7/9 – 7/22 Weeks 5 & 6 | Dinner Peak 5 pm – 7 pm

7/23 – 8/5 Weeks 7 & 8 | All 3 Peaks Combined

**Points:** Restaurants will earn points for Top 10 Fastest OEPE + bonus points for KVS.

#### OEPE

DT: Top 10 Fastest	
Restaurants	Points
1	200
2	180
3	160
4	140
5	120
6	100
7	80
8	60
9	40
10	20



#### KVS Bonus

KVS Bonus Points	
KVS (secs)	Points
0 – 17	0
18 – 40	100
41 – 50	80
51 – 60	60
61 – 70	40
71 – 80	20

**KVS points will be added to the Top 10 Fastest restaurants to determine the overall 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> place final winners.**

**Winners:** The contest resets every 2 weeks, giving all restaurants a new chance to take the top spot on their respective leaderboard!!!





## Dates – June 2023

- 6/12 100 days of summer incentive Breakfast 7am -9am STARTS**
- 6/15 Approved Schedules posted in crew rooms by EOD
- 6/19 EOW Complete by KM / Sup Food Cost in Store day
- 6/19 Happy Meal Little Mermaid (Ends)
- 6/19 Elate (Onboarding Webcast) 2pm – ALL GMs & Sups (Excluding Nancy Patch)
- 6/20 Happy Meal Elemental Begins
- 6/20 LTC class Day 1 (Hogan Co. Office)
- 6/21 LTC class Day 2 (Hogan Co. Office)
- 6/22 Approved Schedules posted in crew rooms by EOD
- 6/24 100 Days of Summer Incentive Breakfast peak 7am – 9am Ends
- 6/25 100 Days of Summer Incentive Lunch PEAK 11am – 2pm STARTS**
- 6/26 Quarter Pounder Core & Cheesy Jalapeno Bacon LTO (Week off Soft Sell)
- 6/28 EOM Complete by General Manager.



Don't forget to follow us on INSTAGRAM  
**@HoganFamilyMcDonalds** or scan the  
barcode with any mobile device.

