



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.

<u>KPI (MAY)</u>							
<u>Restaurant</u>	<u>VOICE</u>	<u>Restaurant</u>	<u>OEPE</u>	<u>Restaurant</u>	<u>R2P</u>	<u>Restaurant</u>	<u>KVS</u>
LEXINGTON (Brenda L.)	88.5%	WOBURN (Florinda C.)	81	WOBURN (Florinda C.)	92	WOBURN (Florinda C.)	34
FALL RIVER V (Marlene S.)	84.6%	BURLINGTON (Juan A.)	95	LEXINGTON (Brenda L.)	116	BURLINGTON (Juan A.)	57
PLAINVILLE (Danielle L.)	81.8%	BILLERICA (Carlos F.)	100	BILLERICA (Carlos F.)	119	BILLERICA (Carlos F.)	62
NORTH WEYMOUTH (Roberta P.)	79.4%	BEDFORD (Eric A.)	142	NORTH ATTLEBORO (Jordan)	125	BEDFORD (Eric A.)	69
RAYNHAM (Matt P.)	78.8%	NORTH ATTLEBORO (Jordan)	145	BEDFORD (Eric A.)	134	NORTH ATTLEBORO (Jordan)	72

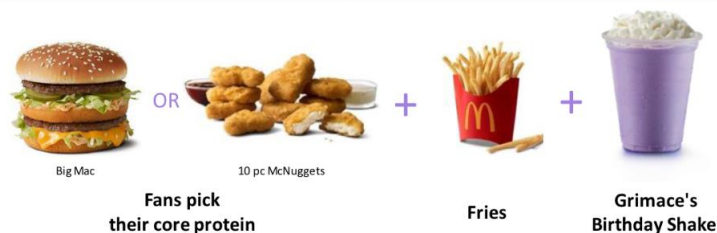
While the KPI includes ALL DAY data we have not waived off our THREE PEAK focus. When we narrow down on the day parts and the measures that matter the most, we know that it can have positive impact on our Customer Satisfaction. QSC (Quality, Service and Cleanliness) for Breakfast (7am – 11am), Lunch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

<u>Drive Thru 3 PEAK Ops (June)</u>							
<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.)	77	BURLINGTON (Juan A.)	33.47%	WOBURN (Florinda C.)	35	WOBURN (Florinda C.)	49
BILLERICA (Carlos F.)	82	NEWTON (Theresa S.)	22.41%	BILLERICA (Carlos F.)	49	BURLINGTON (Juan A.)	51
BURLINGTON (Juan A.)	91	BURLINGTON (Juan A.)	21.48%	NEWTON (Theresa S.)	50	NEWTON (Theresa S.)	76
WALTHAM (Dossy M.)	98	WALTHAM (Dossy M.)	19.76%	LEXINGTON (Brenda L.)	50	LEXINGTON (Brenda L.)	80
Co. Target <140		Pull Fwd %	>14%	Co. Target <70		Co. Target <140	

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Birthday Meal

Grimace's Birthday Meal



URGENT

ENSURE the 4th FLAVOR SYRUP LINE IS READY FOR THIS PROMOTION

PROMOTIONAL HIGHLIGHTS

- Grimace's Birthday Meal includes a limited-time Grimace's Birthday Shake, medium fry and the option of a Big Mac or 10-piece Chicken McNuggets
- Grimace's Birthday Shake can only be obtained by purchasing the meal**
- Grimace's Birthday Shake is made with our creamy, vanilla soft serve, blended with the "Grimace" berry shake flavor
- Projected URWs 87-161



RMHC – GIVE A LITTLE LOVE

Give a little love™

Buy a Heart Today to Support Your Local RMHC® Chapter



\$5

\$3

\$7



Keeping families with sick children together and near the care and resources they need.

#KeepingFamiliesClose

Hogan Co. LEADERS

<u>Restaurant / GM</u>	<u>5/30-6/5</u>
WOBURN (Florinda C.)	\$ 1,576
NORTH ATTLEBORO (Jordan)	\$ 597
NEWTON (Theresa S.)	\$ 447
BURLINGTON (Juan A.)	\$ 420
BEDFORD (Eric A.)	\$ 417

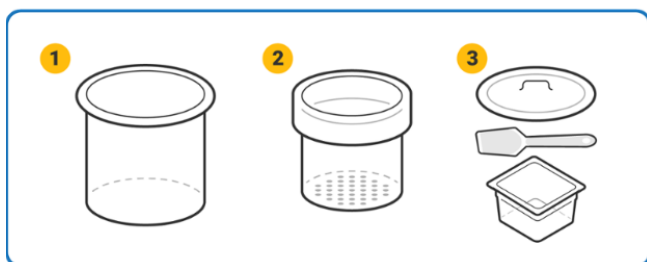




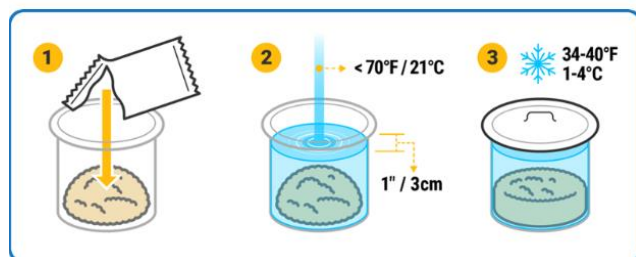
Best Burger – Preparation

Proper Onion Hydration Procedures

Gather Equipment

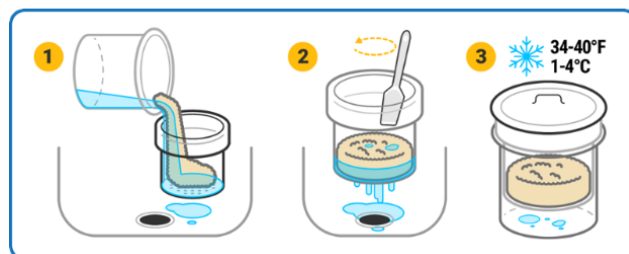


Prepare Batch

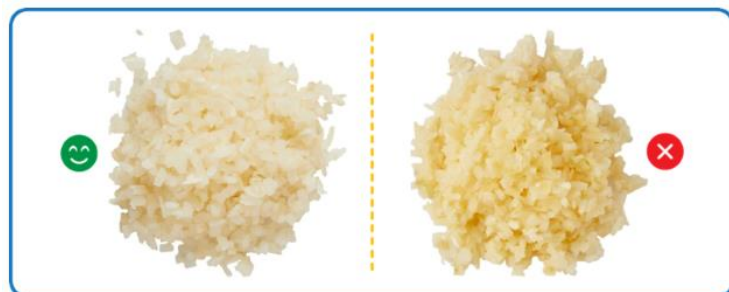


- WHY?** Do NOT use warm or hot water as it results in pink onions.

Strain Batch



Correctly reconstituted onions will be full and white. See the image below for a comparison between correctly reconstituted onions versus what onions will look like if they are not allowed enough time to prepare.



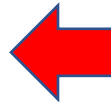


POP & Marketing

WINDOW POP



READERBOARD MESSAGES FOR 5/24 - 6/20	
Side 1	Side 2
5/24-6/20: Chill With A Frozen Coke	5/24-6/20: Oreo Frappe – O Yeah
5/24-6/20: \$1.79 Any Size Iced Coffee	6/12-7/9: Happy Birthday Grimace!



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

INSTALLATION INSTRUCTIONS

1. Position Canopy Wrap around the column
2. Slide Canopy Wrap up into the desired position above the speaker box
 - Top: FCB (facing customers)
 - Bottom: Iced Coffee & Coke Zero (facing customers)
3. Pull the 2 ends of the Canopy Wrap snug & attach velcro
4. Peel tape liner from block & place in the cutout of the Canopy Wrap

Canopy Wraps



Canopy Wraps Arrive 6/7

Please make sure it gets installed properly

Summer Beverage Graduation Program



WHAT

On June 13, New England is holding a 1-day beverage program to celebrate high school graduates. Any grad that shows us their grad cap or gown will instantly receive a free any size Iced Coffee, Frozen Coca-Cola or Frozen Fanta. No purchase necessary, in-restaurant or drive-thru only. This offer is not available on the app or delivery. Limit one per customer.

Free Grad Drinks should be Promoted, there are no special POS Keys

MERCHANDISING ELEMENTS

- Bag Stuffers
- Digital Readerboard





Dates

- 6/7 NABIT NATION Webcast [CLICK HERE to Register](#)
- 6/8 Elate (Onboarding Webcast) 3pm – Nancy Patch ONLY
- 6/8 [Approved Schedules posted in crew rooms by EOD](#)
- 6/11 Speedee's Summer Classic Drive Thru Incentive Begins
- 6/12 BOGO \$1 ENDS -Take down all POP.
- 6/12 [EOW Complete by KM / Sup Food Cost in Store day](#)
- 6/12 RMHC Give a little Love ENDS
- 6/12 Grimace Birthday Meal / Shake STARTS
- 6/13 Summer Grads Beverage Event *1 day only*
- 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](#)
- 6/28 [EOM Complete by General Manager.](#)
- 6/29 [Approved Schedules posted in crew rooms by EOD](#)
- 6/30 Ops Sups verifying EOM data

