



Text 610-467-9290

Where everyone shares in the responsibility for promoting a positive work culture.
(managed by NAVEX)

Call toll free 1-844-235 6816 to speak to a live Communication Specialist

Mobile device: Summerwood.navexone.com

Log on to website: Summerwood.ethicspoint.com



REMINDER: Our Minimum Age to Hire is now 16 years of age with Working Papers uploaded in Paycor in the States that require them.

Training:

Shift Classes: December 18th and Saturday January 27th

Open House: Saturday - December 16, 2023, and January 20th

Acting RGM Class: December 21, 2023, and January 18th

Xformity Class: December 19th, and January 16th

Career Conversations: January 8th (Conshohocken) January 11th (WV/Pitt) January 15th (Baltimore)

Leadership Essentials: March 4th 5th and 6th 9 Conshohocken

Building RGM Capabilities (Zoom): (Group 1) December 18th, January 8th& 22nd, February 5th& 19th, March 4th

Exciting News



Reward Trips: Oh, the Places You'll Go!

"Work hard and play harder!" -Grace, Senior Accountant/Trip Winner
See the world with Summerwood! Where hard work can take you from
"back of house" to the back of a four-wheeler! How? Get rewarded for
contributing to the success of your restaurant and the company. Reward
trips are just one way we show our people [...] [Read More:](#)

Summerwood.biz/blog

IT: When requesting a Summerwood “IT” technician, please call 800-203-9814. It is the same phone # as the maintenance number. Give the answering service your store number and why you are calling. An “IT” tech will return your call. Also, do not be on the line to the number you gave. We cannot reach you if the line is busy.

When calling SOS Taco, always get an incident/ticket #. This is necessary for Summerwood “IT” to follow-up on the repair procedure. Make sure you give the incident/ticket # to the Summerwood “IT” tech.

Food Safety:



Part of staying compliant when sanitizing BOH/FOH is using the right chemical sanitizer at the correct concentration. We use Quaternary Ammonium (Quats). Sanitizer concentration target: Quat=200ppm. The third sink must be filled with fresh lukewarm Sanitizer Solution (must be 120°F minimum) to fill line from auto chemical dispensing unit. Follow directions on test strips to check sanitizer concentration. Sanitizer buckets must be clearly labeled with the word “SANITIZER” and should be filled from auto chemical dispensing unit.

Marketing: The Double Decker Taco Returns



On December 5th-20th, fans will be able to order this item across any digital channel. Prepare Your Teams!

E10.5 POP Kit Arrives 12/18 **post by 12/21**

Pro Tip: Make sure to use the red bean disher and evenly spread onto the tortilla.

Be sure to plan ahead when ordering inventory and ensure your team is aware of the promotion.

Service Champion / Digital Host: If a customer comes into your restaurant to order a Double Decker Taco, help them order at the Kiosk or use the POS key that will be made available.

Food Champions: Remember, full tacos equal happy, returning customers! [More on MTB](#)

Live Mas Scholarship:



Submit a video (2 minutes or less in length) that addresses these questions:

What is your passion and how are you currently pursuing it?

How do you plan to use your passion to uniquely make a positive change in your community or the world?

How will your education help enable you to pursue your passion and make a change?

[Live Mas Scholarship](#)

Loss Prevention:

HOLIDAY SAFETY / SECURITY

It's that time of the year where we all need to be a little more cautious when running our shifts. We can all stay safe by following all security procedures.

- Trash is never to leave the store once the doors are locked. The dumpster area is very dark, and, in many locations, it is away from the building.
- The back door is never opened after dark. The sun is setting now before 7:00 PM!
- The MIC should check the lobby and restrooms often. If there is a concern about someone loitering in the dining room, notify the police. A check of the entire dining room and restroom(s) needs to be done when locking the dining doors. If the store has a dining room closet, make sure it stays locked.... More Helpful Tips are attached to this email.

Maintenance:



EVO Heads- Each side of the EVO line has a little fan with a cover. Wipe the fan area a few times a week to prevent dust and build up. This saves the life of the fan and prevents the EVO overheating.

Make sure you clean out the used cooking oil caddy that hooks up to the Green Tank. Cleaning the sludge out prevents the pump from clogging.

Filter the fryers when prompted. Change the filter paper at least once a day after the fryer is filtered. This prevents clogs and preserves oil life.

Colonel's Corner



IMPORTANT WRAPS, BROWNIES, AND PACKAGING REMINDERS

All of our products and the different builds have specific packaging instructions that everyone must follow. Whether it's a dine-in or carry-out order, or an order going out for delivery, all packaging instructions must be followed. [More at Team](#)

[KFC](#)



ROCC FOOD SAFETY STANDARDS IN 2024

Jan. 1, 2024, ROCC, FSA will be focused primarily on the KFC standards that fall within the Big 6 categories. Review the updated 2024 FSCC Reference Guide to familiarize yourself with the Big 6 + Restaurant Basic Sections. [More at Team KFC](#)