

SUMMERWOOD

LEADER'S DIGEST

Marketing

GET YOUR FRYERS READY! 12/19

Crispy Chicken Nuggets are coming in E1, and with Nacho Fries sustaining- restaurant teams will be frying more than normal.



To make sure safety and product quality are top priority, it's important to schedule necessary maintenance for your fryers as soon as possible. RGMs, please assess the frying station and place orders for anything needed: skimming tools, filter paper, safety gloves, oil visibility testers for non-auto filter fryers, etc. Stay tuned for additional Fryer Maintenance and Cleaning materials in next week's E1 Training.



Human Resources

Your voice is important, and your feedback will assist us in uncovering any underlying concerns, help us take the necessary steps to overcome them, and improve engagement at all levels. The next Pulse Survey will be open on the 15th, and close on the 18th, PLEASE participate. Culture is the system of values, beliefs, and behaviors that

shape how YOU work. It is bigger than any one thing or any one person, but essential to the mission of the Company. Engagement is about YOUR level of commitment to the company and the work YOU DO.

Tech Recognition

We are starting a recognition program for our Maintenance Technicians. We are looking to get nominations for the in-house Maintenance Technicians and will pick a weekly winner. The weekly winners will be put into a drawing each Period. Please send nominations to Amanda Mayorga at amayorga@summerwood.biz when you see our techs going above and beyond.

Training

Register via Cognito

Shift Classes:

- December 18th
- January 28th & February 4th

Open House:

- January 11th

Acting RGM Class:

- December 17th & January 21st

Xformity Class:

- November 19th
- December 17th

Career Conversations:

- January 6th (PA)
- January 9th (WV)
- January 13th (BLT)

Leadership Essentials:

- March 17th, 18th, & 19th
(Conshohocken)

BRC Scheduling (Zoom):

- Day 1 - January 20th
- Day 2 - February 3rd
- Day 3 - February 17th

BRC Courses are available for RGMs and acting RGMs to sharpen their knowledge. [Sign up on Store Forms.](#)

EXCITING NEWS!



Chestnut Hill Taco Bell is Open!

Sometimes, stores need a remodel. It was hard for us to close our Taco Bell in Chestnut Hill, DE, even temporarily, because we knew our fans would miss it, and we would miss our fans.

Read More: summerwood.biz/blog

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LOSS PREVENTION: SCAMS

We recently had a Scam call attempt. Caller stated they were from a local utility company and the store needed to pay overdue bills with a credit card. If you receive a call, inform the caller you're NOT authorized to pay anyone from company funds, to deposit funds, or wire money to an unknown party. Direct all inquiries to the RSC so we can investigate the incident thoroughly. Document the number the caller is calling from and report the call to your RGM, AC or HR & LP rep.



IT:

To all restaurant teams: When ordering equipment from HME and Verifone you must immediately return the defective equipment. If not returned within 30 days, you will be charged for the equipment plus a restocking charge. Also, contact IT with incident numbers from Taco Bell and/or Comcast when a problem arises.

FOOD SAFETY

FSCC: 5.04 Initiative

Team members meet grooming and personal hygiene standard practices. Missed Standards:

- Team member not clean.
- Hands and fingernails not clean.
- No hat, no visor with hair net or no hairnet worn to restrain (per Brand/BU standard) hair when in Brand/BU defined food handling area.
- Facial hair doesn't meet standard or health regulations.
- Jewelry doesn't meet standard or health regulations.
- Watch or jewelry (including religious or medical bracelets) on arms or hands, except plain ring (e.g., wedding band), worn and not covered by a long cuffed, single-use glove when performing food handling duties where permitted by health regulations and approved by Brand/BU.
- Team members engaging in or evidence of eating, drinking, chewing gum, vaping, or tobacco use in non-designated areas.



FESTIVE FEAST

We know what everyone wants for the holidays: a quick and easy dinner solution that feels like a feast! KFC is promoting the \$25.99 Festive Feast, \$40 Chicken & Tenders Feast, plus Cherry Pie Poppers and Cranberry Lemonade - delicious seasonal flavor pairings. ACTION: Pack these and all other 6+ pc. COB offers in our limited time holiday buckets until your supply runs out.

[More at Team KFC.](#)



COLONEL'S CORNER

ROUND UP TO CHANGE LIVES

This is the last week for most KFC restaurants to fundraise for the KFC Foundation in 2024. Give it your all to meet your goal! Thanks to everyone who's been asking guests to Round Up. You're making a difference. IMPORTANT: Never Round Up a guest's order without asking and getting a "yes" first.

[More at Team KFC.](#)



SCAN TO CONNECT
TO ALL OF OUR
SOCIAL ACCOUNTS!



Join the network!