

SUMMERWOOD

LEADER'S DIGEST



MARKETING

Crispy Chicken Nuggets

We're seeing outstanding execution and engagement around Crispy Chicken Nuggets, and it's making a difference. Customers can't/won't stop talking about the quality of the Nuggets and when they receive that special bonus nug.

Bag/Box Tags: In our commitment to elevating order accuracy tags will be required for bags and boxes for every order. This enhancement is designed to drive greater precision and create a more seamless experience for restaurant teams and customers.

Here's what you need to know:

- This update applies to all channels.
- Ensure you have enough Line Printer receipt paper to support this change. Based on our research, restaurants may require 2 – 10 more cases of labels per year, depending on usage patterns.
- Since this will now be permanent, the profiles will be locked, and you will no longer be able to change the channels you print from.



HUMAN RESOURCES: EMPLOYMENT ELIGIBILITY VERIFICATION

If you enrolled in the Colonial Life Accident Indemnity Policy or Colonial Life Illness Policy, you are eligible to make a well claim once per year, per covered person. The wellness claim is a \$50 check payable to yourself. If you enrolled in both policies, make one wellness claim and receive 2 - \$50 checks.

Click on the link below to file your claim:

www.my.coloniallife.com/producers/external-sites/client-management/colonial-life-for-policyholders/wellness-claim-digital-postcard

OR call 800-325-4368 to file your claim.

*If someone is not receiving the survey, please verify that their "work email" was entered correctly in Paycom. RGMs, when completing the hiring process, ensure that the hire's email address was entered in the work email section, regardless of who the hire is.

Training

Register via Cognito

Shift Classes:

- May 27th & June 3rd
- June 17th & June 24th

Open House:

- June 28th
- August 23rd

Acting RGM Class:

- May 15th (in-person)
- Sept 4th (in-person)

Xformity Class:

- Sept 4th
- Oct 30th

Career Conversations:

- May 19th (PA)
- May 22nd (WV)
- May 26th (BLT)

Leadership Essentials:

- July 14th, 15th & 16th (Conshohocken)

BRC Scheduling (Zoom):

- Day 1 - July 7th
- Day 2 - July 21st, August 4th

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

EXCITING NEWS!



2024 Golden Bell Winners!

Please join us in congratulating Summerwood's Golden Bell winners!

Read More: summerwood.biz/blog

SCAN TO CONNECT



Join the network!

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LOSS PREVENTION: CASH HANDLING

1. Registers should be counted in the office by the service champion to verify the drawers is \$100.
2. The service champion whose name is on the register should be the only person working on that register and the one to break the register down to \$100 at the end of their shift.
3. All twenty-dollar bills should be marked with a counterfeit marker or checked with a counterfeit device to ensure authenticity.
4. Only five, twenty-dollar bills are allowed in the register, all others should be dropped into the armored safe.
5. Fifty and one-hundred-dollar bills should be dropped immediately into the armored safe to make sure they are legit.
6. At the end of the shift the service champion should make sure the register is \$100, and the MIC will verify the drawer is correct.
7. The service champion will drop the money, final close their cash from the armored safe and present it to the MIC. The slip will be compared to the POS final close slip to make sure the funds are correct.

*** All cash from the time the register was opened until it was closed, and the remaining cash is dropped should have only been touched by the service champion***



Food Safety: Detailed Pest Walk Checklist Information

At the top of the Checklist, you will find quick bullet points about pest activity and what certain pests are capable of.

Structural Issues:

It doesn't take much space for a pest to find a way into a building. Rats can squeeze their entire bodies through a hole the size of a quarter. Mice can fit through a $\frac{1}{4}$ " hole, which is the size of a pencil eraser.

Therefore, it is of the utmost importance to ensure that the location is free of structural issues such as holes, cracks, crevices, gaps, etc. If there is a way to get into the building, pests will get into the building.





COLONEL'S CORNER

IT'S CHICKEN & WAFFLES TIME! FOCUS ON THE GUEST EXPERIENCE

As we begin the Chicken & Waffles promotion, review these operational reminders to help ensure smooth and successful promotion. Follow up with your team and work together to deliver an exceptional experience for our guests

[More at Team KFC.](#)

KFC CHICKEN & WAFFLES IS MADE FOR MOTHER'S DAY BRUNCH

KFC sells hundreds of thousands of buckets of fried chicken each Mother's Day, making it one of our most popular days of the year! KFC is offering \$0 delivery on all digital orders. Order delivery or pick-up via the KFC app/.com—Quick Pick-Up orders can even be scheduled up to four days in advance.

IT: EQUIPMENT & INCIDENTS

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.

Call IT when extra line printer arrives. When replacements or replacement parts are needed for VeriFone equipment, it usually takes 4-6 weeks for VeriFone to process orders and ship to restaurants.

All restaurants should check kiosks and fc payment devices daily for credit card skimmers. If you notice anything protruding from a device or if the credit reader is loose, immediately discontinue using the device and call IT immediately.