

SUMMERWOOD

LEADER'S DIGEST



MARKETING

E10 Decades Y2K

Prepare to embark on an exciting journey as we transport ourselves back in time for Experience 10: Decades Y2K! Exciting food offerings include the 7-Layer Burrito, Chili Cheese Burrito, Cool Ranch DLT Taco, Double Decker Taco, Grande Nachos, and delicious Caramel Apple Empanadas.

[Read More](#)



*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.

HUMAN RESOURCES

Performance Discussion Dashboard in Paycom

Performance management is the ongoing process of planning, monitoring, and evaluating our employees to ensure that it aligns with the strategic objectives of the company. This is accomplished by setting clear expectations, providing feedback, and facilitating employee development, which will lead to a more productive work environment and employee experience. We introduced the Performance Discussion Dashboard located under Talent Management. Your discussions are essential for fostering a culture of continuous feedback and improvement within the company. Your conversations help clarify expectations; address performance issues and support employee development all located in one place. Your regular discussions will lead to increased employee motivation, engagement, and retention, which benefits the company.

Training

Register via Cognito

Shift Classes:

- September 23rd & 30th
- October 25th & November 1st

Open House:

- October 18th

Acting RGM Class:

- October 30th (in-person)

Xformity Class:

- October 28th
- November 25th

Career Conversations:

- September 15th (PA)
- September 18th (WV)
- September 22nd (BLT)

Leadership Essentials:

- November 10th, 11th & 12th (Conshohocken)

Building RGM Capabilities (In-person, two-day class):

- Operations: October 20th, People: November 3rd (Conshohocken)
- Operations: October 27th, People: November 17th (WV/PITT)

BRC Scheduling (Zoom):

- Visit Cognito Site for registration

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

EXCITING NEWS!



No. 1 Area Coach Wins a Vacation to Myrtle Beach!

At Summerwood, we believe hard work deserves recognition. That's why after a year of strong performance; we were delighted to treat Area Coach (AC) Kristin R. and her family to a summer getaway to Myrtle Beach. **Read More:** summerwood.biz/blog

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Loss Prevention: Cash Handling

1. Cash should be counted in the office; verified by the Service Champion. Drawers are \$100.
 2. All twenty-dollar bills should be marked with a counterfeit marker or checked with a counterfeit device to ensure authenticity.
 3. Only five, twenty-dollar bills are allowed in the register, all others should be dropped into the armored safe.
 4. Fifty and one-hundred-dollar bills should be dropped immediately into the armored safe to make sure they are legit. These bills are not allowed in the safe fund.
 5. 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.
 6. The service champion will drop the money, final close the 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.
 7. Petty cash can only be retrieved from an open register - not the safe fund.
 8. The safe should be counted three times a day, this includes the unused registers.
 9. If the safe is short it should be submitted in Cognito as short.
 10. Change orders MUST be dropped the day they are received.
- To final cash in the Loomis safe- select other-enter cashiers pin- reports-shift report-this business day.
- 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

IT

RGMs getting Voice AI must attend the weekly online Voice AI Zoom meeting and complete the required course materials. All restaurants- 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. All restaurants- obtain INC numbers from the Helpdesk(s) before reaching out to the IT department.

FOOD SAFETY

Ecolab has updated their disinfectant from KAY Peroxide Multi Surface Disinfectant Cleaner to KAY Rapid Multi Surface Disinfectant Cleaner.

The use of KAY Peroxide Multi Surface Disinfectant Cleaner (GIN #31139) 2 GAL will transition to KAY

Rapid Multi Surface Disinfectant Cleaner (GIN #33223) 1 GAL. IMMEDIATE NEXT STEPS:

An Ecolab representative will be visiting your store to change out the tubing to accommodate the dispensing of the new chemical.

- This process will begin this month and will continue until all stores have the correct tubing by the end of November. Please review the attached flyer.



COLONEL'S CORNER

FSSC FOCUS: HOT HOLDING DONE RIGHT, EVERY SHIFT

This month's food safety spotlight is Hot Holding—an important focus area to help your team succeed on the FSSC. Use your next shift huddle to review these key reminders together.

[Read More](#)



PREPARE YOUR TEAM KFC LISTENS FALL PULSE SURVEY STARTS SEPT. 15

The KFC Listens Employee Experience Fall Pulse Survey is Sept. 15-Oct. 6. This will build on your spring feedback to support your growth and development.

[Read More](#)



SCAN TO CONNECT
TO ALL OF OUR SOCIAL ACCOUNTS!

Join the network!

