

SUMMERWOOD

LEADER'S DIGEST

HUMAN RESOURCES

Open Enrollment

As we begin our preparation for benefits Open Enrollment (2026) and (2025) W2 mailings, we ask that everyone take this opportunity to update/change their personal information in Paycom via the Employee Self Service Portal. This includes a recent picture, mailing address, telephone/cell phone numbers, email address, emergency contact(s) as well as beneficiary information for pertinent benefits. Open Enrollment is scheduled for Sunday, November 30 – Saturday, December 6. We plan to have enrollment support from the benefits carriers, so everyone will have access to trained benefits counsellors during the enrollment period to answer questions. Communication reminders will be sent via Go Happy and emails to the restaurants as time approaches and more information is available. Should anyone have questions or need assistance please speak with your RGM or Area Coach.



MARKETING

Marketing: E12 Steak & Poblano Rolled Quesadilla

As we gear up to close out the year strong, Experience 12, the final experience of 2025, training begins this Thursday. This experience features the new Steak & Poblano Rolled Quesadilla.

Continuing into E12 some of our guest favorites will be sticking around - The Frank's RedHot Crispy Chicken Burrito, Taco, and Topped Fries continue into E12, giving guests another opportunity to enjoy some heat as we head into the cooler months. [Read More](#)

Food Safety: Employee Health Standard (Illness Policy)

Food safety is a top priority for every employee! Even if we are short-staffed, it is crucial that you stay home if you are ill. Coming to work while sick can put our guests and fellow team members at risk, and it significantly increases the potential for food contamination. Do not report to work if you have a foodborne illness, a communicable disease, or any of the following symptoms:

- Excessive sneezing or coughing
- Sore throat or fever
- Fever
- Vomiting or nausea

Your health and the safety of our restaurant depend on it!

Training

Register via Cognito

Shift Classes:

- December 2nd & December 9th
- January 20th & 27th

Open House:

- December 13th
- January 31st

Acting RGM Class:

- December 4th (in-person)

Xformity Class:

- November 25th
- December 23rd

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

- Operations: December 1st,
- People: December 15th (Conshohocken)

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!



Halloween Decorating Contest

Nothing says team spirit like a little friendly competition! The Cambridge and Cheswold Taco Bells showed off their Halloween creativity in a decorating contest. We love the festive energy that brings community together.

Go to our Social Media Accounts to view the Spooktacular pictures.

**SCAN TO
CONNECT**
TO ALL OF OUR
SOCIAL ACCOUNTS!



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Loss Prevention: Important Security Alert

Refund Scam Targeting Restaurants

Some restaurants are experiencing an ongoing scam, specifically through fraudulent POS refund transactions. **During the scam**, scammers call the restaurant to impersonate representatives from Restaurant Care, payment vendors, or Taco Bell Corporate claiming to be performing a "POS calibration," "payment device troubleshooting," or addressing "declined transaction issues." They also attempt to appear legitimate by providing a fake "employee confirmation code."

As part of the scam, the caller/scammer may ask the employee to:

1. Add a provided credit/prepaid card to the employee's personal Apple Pay or Google Pay wallet.
2. Run a test transaction (either by card or as a cash sale) without collecting payment.
3. Eventually process a large refund through the added card, using the employee's mobile wallet, fraudulently removing funds from the restaurant's account without a legitimate sale.
4. Reach out during late-night hours.

IMPORTANT REMINDERS:

1. **Restaurant Care, Corporate staff, or vendors will never ask restaurant employees to process refunds or ask restaurants to use personal mobile wallets like Apple Pay or Google Pay.**
2. **GMs:** Please reinforce this message with your restaurant teams. If you receive a suspicious call or request, do not engage and report it immediately to your ARL.

IT

Managers notify IT as soon as equipment arrives. Summerwood is undergoing a lot of construction, and many restaurants will be receiving new equipment. The equipment should be stored in a safe place until IT arrives. This is the time of year when credit card scams are high.

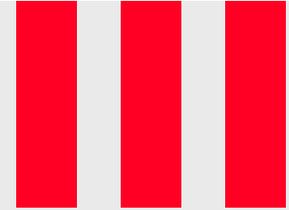
All restaurants should check Kiosks and Front Counter payment devices daily for credit card skimmers. If you notice anything protruding from a device or if the credit reader is loose, immediately discontinue using the device and call IT immediately.

[Secure Payment Device Inspection Instructions](#)



REMINDER:

All RGMs should now have access to GoHappy. Schedules need to be posted and sent to team members through GoHappy. Training materials are available via Store Forms - Share Point Restaurant Training Materials & Job Aids - Folder (Go Happy). Schedules must be posted 3 weeks out (current plus 2).



COLONEL'S CORNER



EXTRA CRISPY FESTIVE FEAST EARNING NOW AVAILABLE

The eLearning course for the upcoming Extra Crispy Festive Feast promotion is available beginning Tuesday, Nov. 4. ALL restaurant employees must complete it by Nov. 17!

[Read More](#)

HOLIDAY CHEER STARTS NOV. 17

The Extra Crispy Festive Feast kicks off Nov. 17, featuring 8-piece Extra Crispy drumsticks and thighs, mashed potatoes, biscuits, and assorted gravies featuring two new limited-time-only (LTO) flavors! [Read More](#)