

SUMMERWOOD

LEADER'S DIGEST

HUMAN RESOURCES

Reminders as 2025 Approaches Its Conclusion

- Reality Check Date: December 18, 2025
- Shift Leaders, ARMs, and RGMs will receive compensation for Christmas Day.
- All hourly employees at Taco Bell have access to their timecards through the Paycom application. Employees may view their timecards at any time.
- Every other Wednesday or Thursday, employees will receive a notification prompting them to approve their paychecks. It is imperative that this action is taken. Approving the paycheck ensures accurate and timely payment on the designated payday. Failure to approve the paycheck prior to processing may result in a delay, requiring employees to wait until the next payroll cycle for their hours to be compensated.
- The next dates to approve your paycheck are December 17 and December 18.



MARKETING

First Experience of 2026

Experience 1 begins Thursday, December 18. This launch brings a mix of returning hit products and new ones to drive excitement as we head into the new year.

- Cheesy Dipping Burritos are back and ready to deliver bold flavor, served as a pair and side sauce.
- Quesarito, a fan favorite, returns to the menu for the first time since 2024.
- Steak Garlic Topped Fries featuring the new Creamy Garlic Sauce.
- Confetti Cookie Freeze is replacing Orange Cream Soda Freeze for a new, sweet treat.

And finally...watch out for the Volcano Quesarito hitting menus on January 8. Be sure to visit the Experience 1 homepage for more information.

EXCITING NEWS!



Summerwood Goes Big for Thanksgiving

At Summerwood, giving back to our communities is something we take seriously – especially during the holiday season. That's why every Thanksgiving we partner with local Rotary Clubs to distribute meals to those in need. [Read More](#)

Training

Register via Cognito

Shift Classes:

- January 20th & 27th
- March 7th & 14th (SAT- Conshy/BLT)

Open House:

- January 31st
- March 28th

Acting RGM Class:

- January 8th (in-person)
- April 30th (in-person)

Xformity Class:

- December 23rd
- January 20th

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

- Operations: February 2nd,
- People: February 23rd (Conshohocken/WV)

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.](#)

SCAN TO
CONNECT
TO ALL OF OUR
SOCIAL ACCOUNTS!



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Food Safety: The Impact of Safety on Customer Experience and Reputation

Customers want to feel secure and comfortable when dining out, and a visible commitment to safety reassures them. This includes food safety, cleanliness, and a well-maintained facility. Neglecting safety can not only harm customers but can also lead to damaging reviews and a tarnished reputation.

- **Customers notice and value safety measures** such as clean tables, Restrooms, Lot.
- **Online reviews often highlight safety aspects;** a positive safety reputation can attract more customers.
- **Negative incidents, such as foodborne illnesses,** can quickly go viral and impact your business reputation on social media and review platforms.

Prioritizing safety allows you to build a positive image, encouraging word-of-mouth referrals and repeat business from satisfied customers.

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.

Do not under any circumstance borrow IT equipment from another restaurant. All equipment is configured for the restaurant it is installed in and cannot be swapped with another restaurant.

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](#)

Accounting:

Food/Soda/Paper/Supplies Transfer Delayed/ Not Posted

Accounting will no longer manually adjust for Food, Soda, Paper, or Supplies transfers that were not posted or were delayed in the system. All transfers must be submitted and posted in the systems within the correct and same period for both the transferring and receiving stores. During period-end closing, if one store has already closed for the period while the other remains open, no transfers should occur between the two stores.

Loss Prevention: Winter Weather Warning

Now is the time to prepare the stores for ice and snow.



- Be sure there is an ample supply of ice melt on hand.
- Check to see that a snow shovel is available and in good condition.

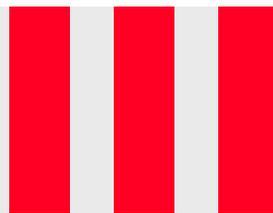
When ice and snow hit, we need to react.

- Keep sidewalks clear of ice and snow. This may require checking several times during your shift.
- If the lot is plowed, then snow will have to be

shoveled away from the curb, so a customer doesn't slip when stepping up.

- Have the door mats down at the entrance ways and keep the wet floor signs out.
- Keep dining room floors dry by doing frequent mopping.

When entering the store for an opening shift or the team leaving after a close, take your time getting to your car.



COLONEL'S CORNER

PREPACK HOT SIDES PROCEDURE IS BACK!!

Back by popular demand, KFC is now allowing pre-pack hot sides! Review details below to get started on returning to this procedure ahead of the launch.

[Read More](#)



BEWARE OF SCAMMERS

Scammers are targeting KFC restaurants pretending to be a KFC Help Desk or Yum! As a reminder, the KFC Help Desk/Yum! will NEVER contact your restaurant to ask for refunds, passwords, personal device installs, or payment information.

[Read More](#)