

SUMMERWOOD

LEADER'S DIGEST

E4 MARKETING



Kicking off Thursday, March 19. E4 brings a strong lineup designed to drive traffic and keep guests coming back for more. Here's what's hitting the menu:

- Crispy Chicken Crunchwrap Slider
- Crispy Chicken Nuggets
- Cantina Chicken Rolled Quesadilla (replacing the current Cantina Chicken Quesadilla)
- Steak & Guac Nacho Fries
- Dirty Sips Beverage Platform

Completion of the LZ Course by all employees is required by March 19th.



Training

Register via Cognito

Shift Classes:

- April 14th & 21st (Conshohocken/BLT)
- April 18th & 25th (WV)

Open House:

- March 28th
- April 8th

Acting RGM Class:

- April 30th (in-person)
- June 25th (in-person)

Xformity Class:

- March 17th
- April 14th

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

- Operations: May 11th,
- People: May 25 (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.](#)

Food Safety

Our goal is to achieve the fastest operational speed in town while upholding the highest safety standards. Food safety, including proper handwashing, temperature monitoring and preventing cross-contamination, remains essential.

Operational speed comes from efficiency, not from bypassing safety protocols. All team members are expected to understand and follow established procedures. We aim to be recognized as the leading establishment in our area by prioritizing customer safety and well-being.

SPEED
without
FOOD SAFETY
is reckless.

EXCITING NEWS!



Jay H. Elevates Elkin, WV to No. 2 – Celebrates in Maui!

Before applying for a job with Taco Bell, Jay H. ran his own pizzeria for several years. But the COVID pandemic was incredibly hard on the business, so he pivoted. Now, he is one of Summerwood's top performing managers!

As the story goes, Jay applied for a Restaurant General Manager (RGM) position with Taco Bell, but he was skeptical. "I didn't think I'd get the position because I didn't have any experience," he shares. But at Summerwood, we're committed to training! [Read More](#)

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IMPORTANT REMINDERS:

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.

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 AC.



Loss Prevention Security Alert: Refund Scam Targeting Restaurants

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.



SCAN TO CONNECT TO ALL OF OUR SOCIAL ACCOUNTS!

Join the network!



Maintenance: Support & Contact Information

AMANDA MAYORGA
610-608-1361
amayorga@summerwood.biz

- Support Areas:
- Trash/Recycling Issues
 - Ordering Issues
 - Vendor Work Order Concerns
 - Corrigo Issues
 - Violations
 - Inspections

PETE TONER
610-636-7846
ptoner@summerwood.biz

- Support Areas:
- Technical Questions
 - Maintenance Technician Concerns
 - Vendor Pricing Concerns

For Pepsi equipment or service issues, call 877-386-4567.

Please be sure to get a reference number when speaking with Pepsi. If you need further assistance after contacting Pepsi multiple times, please email **amayorga@summerwood.biz** with the reference number for follow-up support.

ON-CALL PROCEDURES (WEEKENDS & HOLIDAYS)

1. Call the On-Call Number to reach the on-call technician. They are responsible for entering the Work Order into Corrigo.
2. Do NOT enter a duplicate Work Order in Corrigo.

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IT

Taco Bell is requiring all restaurants to upgrade their technology systems.

Most restaurants will receive a new BOH computer, Kiosks, Credit Card machine and Nexeo Pro Headset system with DT Timer. Shipping dates are not yet available. All restaurants will also be upgraded to Network 3.0. For locations to undergo remodels or rebuilds, these upgrades will be included in the new construction.



ACCOUNTING

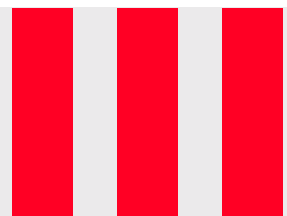
McLane Receipts Posting

Store is responsible for posting McLane invoices and credit receipts in Tracks in the correct period and for the correct amounts. Each McLane invoice and credit receipt must be posted separately and should not be combined. The posting date, items, and amounts must match the invoice or credit receipt exactly.

Stores should avoid unposting and reposting McLane invoices in Tracks to change the original posting date. This helps prevent missing or duplicate data in the data file and Xformity reports.

Payroll P&L Adjustments

OPA inquiries impacting different periods: AC is responsible for reviewing payroll backup and the P&L to ensure employees' wages are charged to the correct period, and for submitting any questions or P&L adjustment requests to accounting before the deadline.



COLONEL'S CORNER

TWISTER: BUILD ACCURACY & PACKAGING UPDATES

Consistent builds are essential for great guest experiences and strong operations.

- Follow the correct build sequence for each variety (Classic, Spicy, Bacon and Spicy Bacon).
- Use the proper portions of lettuce, tomatoes, mayo and tenders as outlined on the Twister Build Cards.

[Read More](#)