

February 2017

Chicagoland Commissary's Monthly Newsletter



All CLC stores that currently sell Pound Coffee should be now promoting our 3 Pounds of Coffee \$19.99 promotion. This is a GREAT way to increase the check average in your store



All CLC stores that currently sell K-Cups should be now promoting the NEW price of \$7.99

We are opening more stores throughout 2017 in the Northwest Suburbs as well in Indiana. With our growth, we always look to promote from within. If you are interested in advancing, please express your interest to your General Manager or Area Manager. You can also visit our website at <http://www.clcdd.com> and click on the application icon to see open positions and locations.

We also need Crew Members, Shift Leaders and General Managers throughout Chicagoland Commissary.

**We Will Pay
YOU To
Recruit
For Us!**

Earn \$50.00 for every employee you refer to any of our 31 stores that is hired and employed for 60 days. The employee you refer does not have to be hired at your store, just at a CLC store. Speak to your General Manager or your Area Manager today!!

Chicagoland Commissary's Goals

Guest Survey (GSS)

We want our guest to tell US how we are doing so we can ensure that everyone has a great experience.

Everyone's primary job is to follow the 6 Steps of Service with each and every guest while on the clock. Stocking, cleaning, prepping, etc. is all secondary.

Step #3 of the 6 Steps of Service is to Collect Payment;

Guests need to know what to do and where to go during the process so they are comfortable and relaxed. In this step you guide guests through the payment and order pickup by

- Telling the guest the amount
 - Collecting their payment and making change
- Thanking them, providing their order number, and directing them to the pick-up area
 - **Handing the guest their receipt and informing them of the guest survey offer**
- Thanking them, providing their order number, and directing them to the pick-up area

Part of step #3 is to tell EVERY guest, EVERY day about our survey "take our survey and give us a highly satisfied" simple 2 second speech while handing the receipt with the money back. Receipts are NOT optional, if the guest leaves it that's fine but that does not result in us deciding to no longer do our job and speak about the survey to every guest

- At a minimum your guest should hear about the survey 2 times (once at the POS and once at the pickup station when receiving their beverage and/or food)
How do we get MORE surveys per store for quarter #4?

Have you taken a survey lately? If not visit www.telldunkin.com and take one (you will need a 16 digit code found at the bottom of your receipt. Everyone employee needs to know what the guest is being asked)

779 surveys were taken in January

We have served 416,379 Guests in January

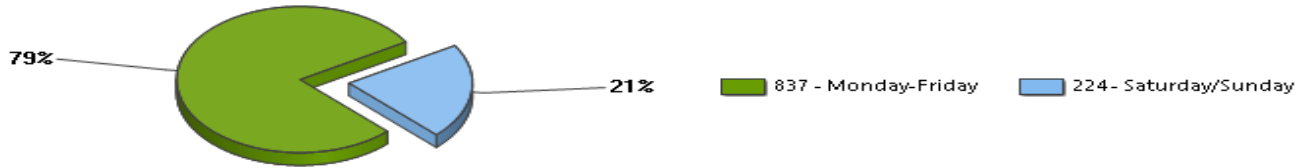
ONLY 1 out of 534 Guest took our Survey

Here is what the Guest is saying. We have compared January 2016 to January 2017

These 2 graphs show when our surveys are coming in. Monday-Friday vs Saturday-Sunday

This graph shows January 2106

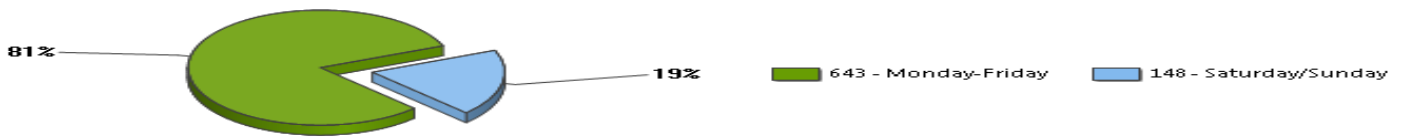
Day Of Week



This graph shows January 2017

Whether you were employed or not in January 2016 we have less surveys coming in on the weekends then last year. How can we push weekend surveys??

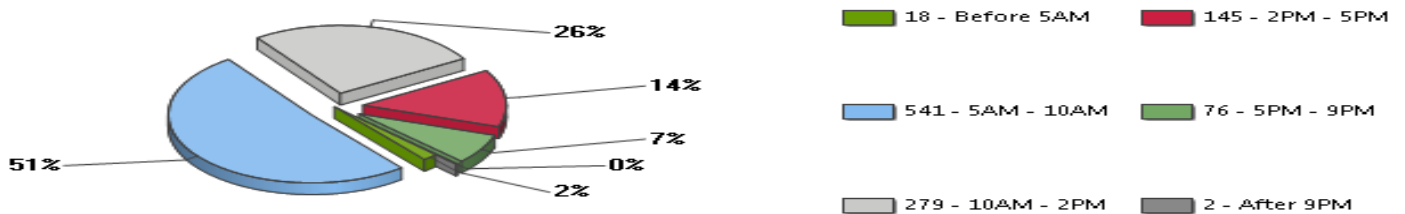
Day Of Week



These 2 graphs show Time of Day that our guest are taking the survey

This graph shows January 2016

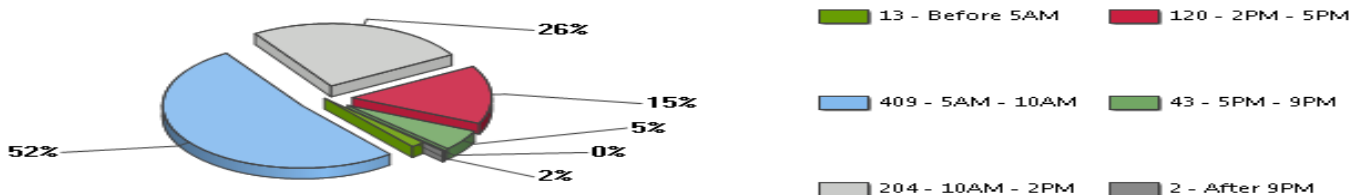
Time of Day



This graph shows January 2017

Whether you were employed or not in January 2016 we need to push our surveys after 10am.

Time of Day



The next 2 graphs show Order Not Properly Prepared

This graph shows January 2016

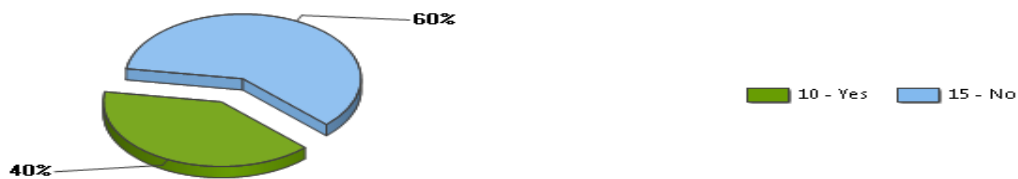
Order Not Properly Prepared



This graph shows January 2017

Whether you were employed or not in January 2016 we are preparing the product better than 2016 but still 60% of our guests are saying we are NOT!!

Order Not Properly Prepared



**HOW DO WE GET MORE SURVEYS
EVERY DAY, EVERY SHIFT?**

If we focused on EVERY On-the-Go Guest and ensured their experience was the best and send them off with "THANK YOU, PLEASE TAKE THE SURVEY AND LET US KNOW HOW YOUR EXPERIENCE WAS" just think how many more surveys we would have!!

SKIP THE LINE

On the Go ordering provides guests an opportunity to place orders on their mobile device and have it ready for them when they arrive at the restaurant.

ON-THE-GO

How can YOU help increase you're stores On the Go numbers?

- Are you making a big deal when a guest does come in and get their order
"Thanks for using On the Go?"
 - When the On the Go buzzer goes off are we saying anything?
- Are you telling every credit card / DD gift card guest they could have skipped the line?
- Are you passing out flyers at the bus stops or train stops "place your order on your way to the bus/train and your order will be ready when you come in"?

The guest at the POS needs to hear what is going on at the pickup station. If they hear you create excitement then they will want to be a part of it!!!

In the month of January we have served 416,379 Guests and
3662 used On-the-Go

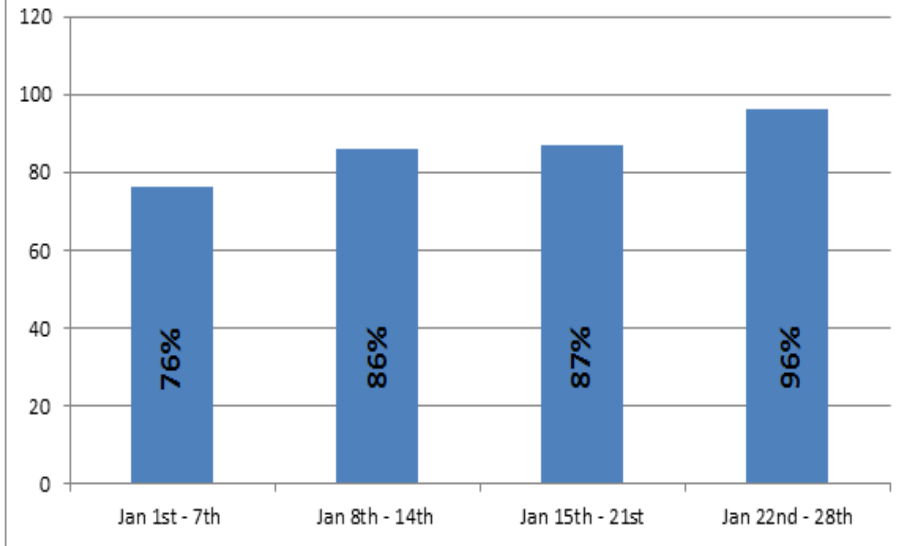
That's 1 out of 113 Guest used On-The-Go in our stores in January

**HOW DO WE CONTINUE TO GET MORE
GUEST TO USE ON-THE-GO IN 2017?**

*All CLC staff receives 1 FREE meal per shift (up to \$5.00) to enjoy.
Your meal must be rung up using the "Employee 100%" key and
must be rung up by someone other than you.*

*All CLC staff receives FREE Hot / Iced coffee or Iced Tea to enjoy while
at work. All coffee and tea must be rung up including all refills.
Employee beverages are NOT allowed to be drunk on the front line at
any time. Every store must have a designated spot for employee
drinks away from the guest.*

% of Compliance per Week for January



Book is CLC's new online version of Redbook. Each employee has their own 4 digit pin that serves as your initials.

Book is to be used throughout the day to record all temperatures; calibrations as well complete all necessary checklists to ensure the store is always ready for our guests.

This chart shows your stores compliance by week for the month of January.

We have to be at 100% every day, every week regardless of the obstacles that we may face. The temperatures and calibrations are to ensure our guest receive the best quality product that they deserved. The checklists are to ensure the store is presentable at all times so our guest want to return.

It takes EVERYONE to run your store, not just 1 person.

Store	Jan 1-7	Jan 8-14	Jan 15-21	Jan 22-28
98 th	72%	82%	51%	65%
Ashland	77%	93%	88%	82%
Montrose	95%	98%	95%	98%
Division	88%	87%	91%	90%
Central	35%	63%	91%	78%
Cicero	93%	95%	87%	95%
340970	76%	86%	89%	88%
Pershing	81%	83%	82%	83%
McCook	64%	95%	91%	60%
Grand/Pulaski	92%	97%	90%	83%
Menard	81%	82%	86%	88%
Channahon	81%	90%	98%	85%
Manteno	94%	97%	98%	95%
Monee	57%	82%	80%	72%
Lawrence	82%	98%	97%	93%
Willow	80%	84%	93%	94%
Ogden	84%	96%	93%	87%
Kankakee	77%	82%	69%	80%
Irving Park	93%	96%	98%	94%
Elk Grove	74%	71%	82%	84%
Homer Glen	88%	96%	98%	95%
Romeoville	92%	96%	98%	99%
California	56%	56%	68%	77%
Madison	74%	83%	85%	79%
Roselle	45%	70%	81%	92%
Woodridge	39%	69%	84%	85%
Wrigley	90%	92%	92%	94%
Central Express	66%	68%	65%	61%
Western	84%	89%	93%	90%
Arlington	88%	80%	96%	89%
Plainfield	58%	98%	93%	99%



Happy Anniversary



Store	First Name	Last Name	Original Hire Date	Years at CLC	Position
Wrigley	STEPHANIE	ARIAS	2/4/2014	3	Shift Leader
Montrose	SARAH	HAGEDORN	2/9/2015	2	General Manager
Indy	luis	crespo	2/29/2016	1	Crew Member
Manteno	TAELAR	CHIATTELLO	2/3/2014	3	Crew Member
Manteno	ELIZABETH A	MINTON	2/4/2010	7	Crew Member
Monee	TERAH	PLUMMER EL	2/11/2015	2	Crew Member
Kankakee	SHALONDA	HARRISON	2/18/2015	2	Shift Leader
Irving Park	RAFAEL	ROMAN	2/14/2014	3	Crew Member
Irving Park	Maria	Rojas	2/15/2016	1	Crew Member
Western	JILLIAN	MORIARITY	2/22/2015	2	General Manager
Cicero	YAZMIN	BIBIANO	2/2/2015	2	Crew Member



Happy Birthday



First Name	Last Name	Divisions	Positions	Date of Birth
Michael	Galvan	1 Wrigley	Crew Member	2/25
Shaniqua	Coffee	12 Montrose	Shift Leader	2/13
Jasmine	Avery	12 Montrose	Crew Member	2/28
Bratislava	Bukumiric	14 McCook	Crew Member	2/25
Zachary	Peraud	19 Channahon	Crew Member	2/16
Cindy	Aguilar	20 Menard	Crew Member	2/21
MARIELLE	GREIN	21 Pershing	Crew Member	2/27
TERAH	PLUMMER EL	26 Monee	Crew Member	2/17
SHALONDA	HARRISON	27 Kankakee	Shift Leader	2/13
Cleo	King	28 Willow	Shift Leader	2/8
DHRUVI	SHAH	29 Ashland	Crew Member	2/3
ELIAS	SALDANA	29 Ashland	Crew Member	2/28
Kymyra	Davis	3 98th Street	Crew Member	2/15
Nicole	O'Connor	33 Homer Glen	General Manager	2/2
Randy	Marquez	34 Romeoville	Crew Member	2/8
Alyssa	Raya	34 Romeoville	Crew Member	2/2
Richarda	johnson	37 Lawrence	Shift Leader	2/1
dashay	Howard	37 Lawrence	Crew Member	2/12
Heather	Butler	42 Woodridge	Crew Member	2/27
SYLVIA	ZAPATA	45 Central Express	Shift Leader	2/8
Majdoline	Gewargis	45 Central Express	Crew Member	2/14
Cindy	Miranda	49 Plainfield	Crew Member	2/13
Christina	Oliver	8 Division	General Manager	2/9
CHRISTINA	VELEZ	9 Cicero	Shift Leader	2/21
Margarett	Pryor	9 Cicero	Crew Member	2/13

Welcome Aboard

Divisions	First Name	Last Name	Original Hire Date	Position
3 98th Street	CORTEZ	BROWN	2/4/2017	Crew Member
40 Madison Store	De Andre	Johnson	2/2/2017	Crew Member
27 Kankakee	Mandi	Haigh	2/1/2017	Crew Member
39 Div and Cal	Stephanie	Diaz	1/20/2017	Crew Member
39 Div and Cal	jessica	niehoff	1/20/2017	Crew Member
12 Montrose	Jasmine	Avery	1/20/2017	Crew Member
21 Pershing	Jacqueline	Fitzgerald	1/16/2017	Crew Member
32 Ogden	osvaldo	tapia	1/10/2017	Crew Member
8 Division	Muhammad	ijaz	1/9/2017	Shift Leader
26 Monee	Kristina	Bolsoni	1/9/2017	Crew Member
19 Channahon	Lakeshia	Williams	1/4/2017	Crew Member
41 Roselle	Sandip	Patel	1/3/2017	Crew Member

We need your help!!

We are looking for the best slogan to write on a banner promoting fresh baked items at some of our stores

If you have a slogan please send it to us using the Suggestion Box on our website (at the bottom of the Team Member Login page)

If we pick your slogan you will get a \$50.00 Gift Card!

Entries are due no later than Feb 10th