Chicagoland Commissary Monthly Newsletter

In the Know at CLC

Chicagoland has 30 stores and is growing!! We are always looking to promote within so if you are interested in growing with us please speak to your General Manager or Area Manager today. You can also visit our website <u>http://www.clcdd.com/employment/</u> to see where we are hiring. We are opening new stores in 2016 in the northwest suburbs and Indiana.

Window #2 Starts Thursday Jan 28th, Are YOU Ready?

Watch the video

http://www.dd-uni.com/Landingpage/index.php?keyphrase=kb5Lq0Ual#Menu

<u>NEW</u>

Brownie Batter Heart Shape Donut Cookie Dough Heart Shape Donut All filled donuts will be heart shape for the first 2 weeks in February White Cheddar Cheese is replacing Reduced Fat Cheddar Cheese

> <u>Continue</u> Chicken Apple Sausage Fudge Croissant Donut

Menu Boards are changing in February. Your General Manager will be learning more at the end of January and will update you more

The process of taking Credit Cards is changing.. You now see at many retail locations you have to insert your credit card into a machine, this is coming to Dunkin'. The process takes longer so we need to use that extra 10-12 seconds to ENGAGE with the guest!! On the Go ordering is coming!! Soon guest will be able to order and pay before they even arrive to your store. All they need to do is show up, pick up and go!

We need to know how we are doing and the #1 way too hear that is through the Guest Survey. It is your job to inform the guest of the survey at the bottom of their receipt;

take our brief survey and let us know how great we are and get a free donut"

We want our guest to give us Highly Satisfied (have you taken the survey so you are aware of the questions that are being asked?)

Dunkin' Donuts as a whole in Chicago got a 74% in 2015 Chicagoland Commissary was at 80%, 6% better than Chicago Dunkin'. This is great!! Our goal for 2016 is 85%; we can do this if we just put our minds to it!!

Here is how you did in 2015 according to your Guest

	<u> </u>	
Central Express – 93%	Lawrence – 91%	
Central – 90%	Ogden – 90%	
McCook – 89%	Manteno – 87%	
Pershing – 85%	Menard – 84%	
Grand/Pulaski – 83%	Roselle – 82%	
Division/Halsted – 82%	Homer Glen – 81%	
Romeoville – 81%	Elk Grove – 81%	
Monee – 80%	Montrose – 80%	
Channahon – 79%	Irving Park – 78%	
Indy – 78%	Wrigley – 77%	
Kankakee – 76%	Western – 76%	
Willow Springs – 76%	Arlington Heights – 75%	
California – 75%	Woodridge – 73%	
Madison – 71%	98 th /Halsted – 70%	
Grand/Ashland – 69%	Cicero – 64%	

Remember if you need a new apron, hat, nametag or shirt your General Manager will sell you them through payroll deduction. We do not borrow uniforms and do not allow employees to work without the proper uniform

(full uniform policy can be found in your handbook on our website (<u>http://www.clcdd.com/team-member-access/</u> password; lovedunkin CLC handbook)



First Name	Last Name	Position	Hire Date	Years with CLC	Store
ELIZABETH	MINTON	Crew Member	2/4	6	Manteno
MONICA	SMITH	Assist. Manager	2/2	4	Manteno
MEAGAN	COLEMAN	Shift Leader	2/3	4	Kankakee
TAELAR	CHIATTELLO	Crew Member	2/3	2	Manteno
RAFAEL	ROMAN	Crew Member	2/14	2	Irving Park
YAZMIN	BIBIANO	Crew Member	2/2	1	Cicero
SARAH	HAGEDORN	Gen. Manager	2/9	1	Montrose
TERAH	PLUMMER	Crew Member	2/11	1	Monee
SHALONDA	HARRISON	Shift Leader	2/18	1	Kankakee
JUANITA	MACADO	Crew Member	2/19	1	Woodridge
JILLIAN	MORIARITY	Shift Leader	2/22	1	Madison
CIERRA	HARRIS	Crew Member	2/27	1	Kankakee



HAPPY BIRTHDAY

First Name	Last Name	Position	Store	
CORINNE	GIESE	Crew Member	37 Lawrence	
MARIELLE	GREIN	Crew Member	21 Pershing	
SHALONDA	HARRISON	Shift Leader	27 Kankakee	
JAVADA	HOLMES	Crew Member	8 Division	
LACY	MARLOW	Shift Leader	41 Roselle	
NICOLE	OCONNOR	Shift Leader	33 Homer Glen	
TERAH	PLUMMER EL	Crew Member	26 Monee	
SILVIA	SERRANO	Crew Member	8 Division	
CHRISTINA	VELEZ	Shift Leader	9 Cicero	
SYLVIA	ZAPATA	Shift Leader	45 Central Express	
Wendy	Ordaz	Shift Leader	8 Division	
Margarett	Pryor	Crew Member	9 Cicero	
Shaniqua	Coffee	Shift Leader	12 Montrose	
Mayra	Buitron	Crew Member	45 Central Express	
теуа	Suggs	Crew Member	41 Roselle	
Andres	Londono	Crew Member	41 Roselle	
Jessica	Flanagan	Crew Member	19 Channahon	
Corrine	Jackson	Crew Member	27 Kankakee	