

January 2017

# Chicagoland Commissary's Monthly Newsletter

Our 31<sup>st</sup> Store has opened in  
Plainfield on December 28<sup>th</sup>!!

Stop by if you're in the area  
22921 W Lincoln Hwy. Plainfield, IL 60586



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/employment/> 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](http://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)

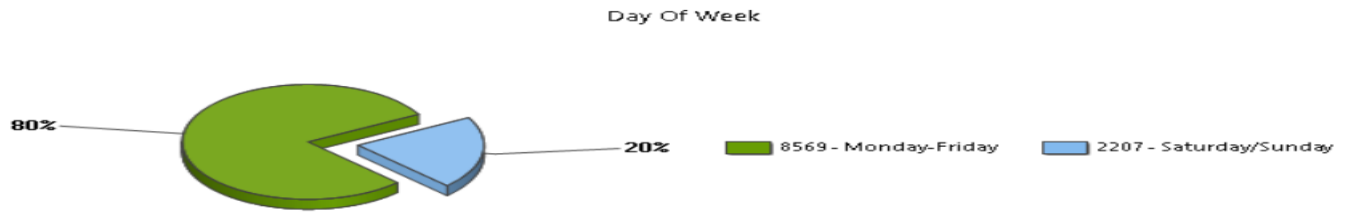
10,776 surveys were taken in 2016

We have served 5,200,161 Guests in 2016

ONLY 1 out of 483 Guest took our Survey

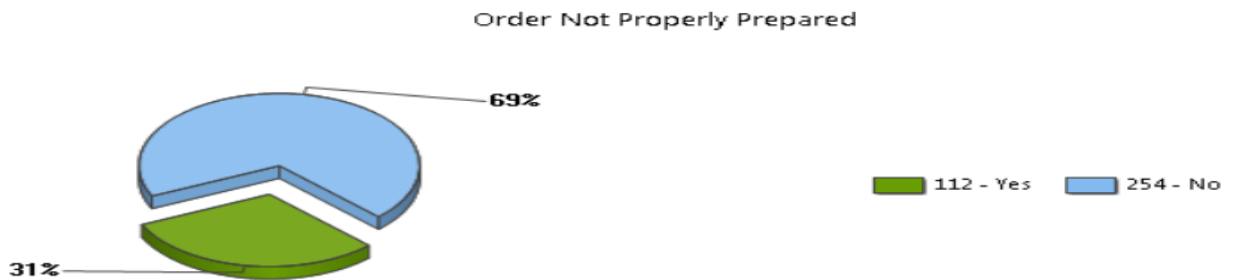
Below shows the day our guest have taken the survey in 2016 as well if it was Monday-Friday or Saturday/Sunday

Our guests are taking the survey more during the week then the weekend. How can we promote GSS on Saturdays and Sundays?

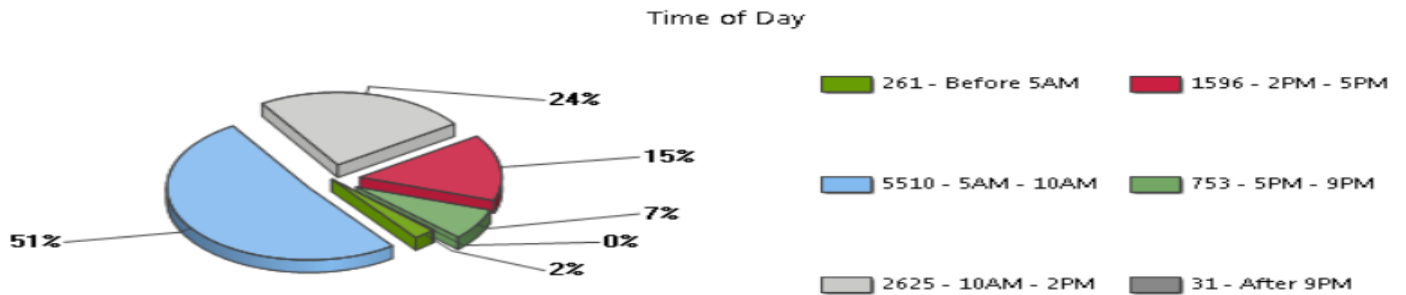


69% of our Guest told us that we are NOT properly prepared whether that is to make their order, ring them up, greet them, etc.

Your #1 job is to take care of the guest from the time you clock-in to the time you clock-out.



Below shows that 51% of our Guest come between 5am and 10am. Are you giving the best service possible? If you are working outside the 5am-10am time what are you doing to increase the amount of surveys?



**HOW DO WE GET MORE SURVEYS  
IN 2017?**

## 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!!!

Since On-The-Go started in June we have served 14,487 Guests  
That's 1 out of 209 Guest used On-The-Go in our stores in 2016

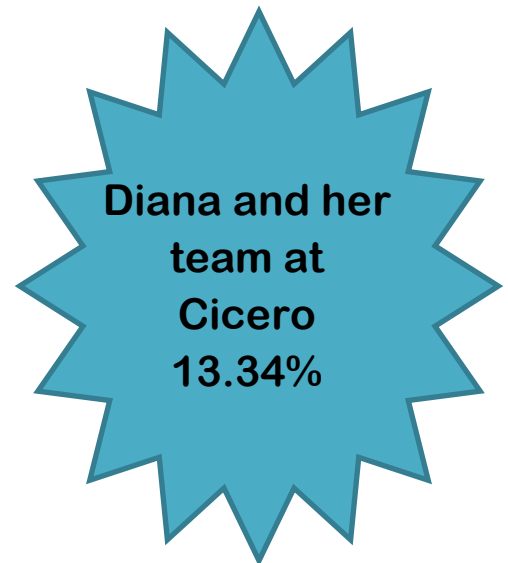
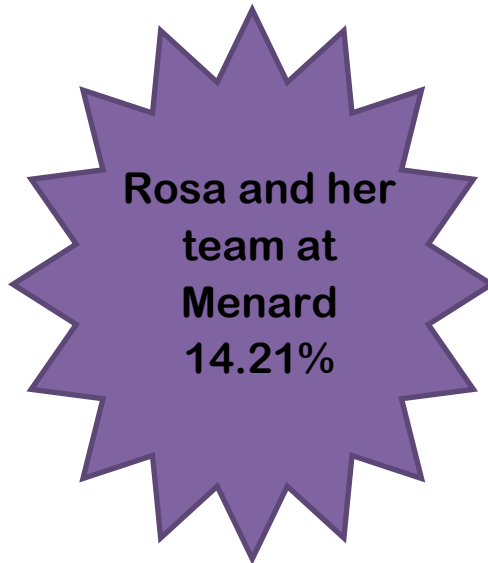
## HOW DO WE GET MORE GUEST TO USE ON-THE-GO IN 2017?



Medium Iced Tea or Iced  
Coffee 2-6pm



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



## **All employees must submit all time off through Stratex starting January 1<sup>st</sup>**

Unpaid time defaults 8 hours (one full day, do not change). If you are asking to just limit your time on that particular shift use the notes section to send a detailed message to your manager (ie; I need to work morning on 2/1 and need to be off by 9:30am please)

Please remember a request is just that, nothing is guaranteed until your General Manager has approved your request through Stratex. We try our best to honor all request but please understand we have a business to run and do not employ extra staff to work when needed

Instructions can be found on our website



# Happy Anniversary



## December

Store	First Name	Last Name	Hire Date	Years of Service	Position
Channahon	JONNAYE	WATTS	12/2/2009	7	Manager
Madison Store	CHRISTA	GARCIA	12/1/2014	2	Manager
Indy	EVANGELINA	LOZANO	12/9/2007	9	Shift Leader
Division	JONUHEL	MORONTA MEDINA	12/14/2013	3	Shift Leader
Woodridge	Ronice	Williams	12/4/2015	1	Shift Leader
Central	JULIA	INFANTE	12/20/2013	3	Crew Member
Lawrence	JOSHUA	FRENCH	12/13/2013	3	Crew Member
Willow	lilibeth	ronces	12/16/2015	1	Crew Member
Madison Store	LIANNE	CAMPOS	12/1/2012	4	Crew Member
	Steven	Pineiro	12/25/2011	5	Area Manager

## January

Store	First Name	Last Name	Hire Date	Years of Service	Position
Pershing	MARIO	SCALISE	1/22/2010	6	Manager
Central	ELSA M	RIVERA	1/20/2006	10	Shift Leader
Pershing	CATHERINE	TRENTZ	1/12/2015	1	Shift Leader
Pershing	ROBERTO	VILLANUEVA	1/16/2013	3	Shift Leader
McCook	TATJANA	ANTIC	1/27/2013	3	Shift Leader
Madison	CANDACE	SEXTON	1/20/2015	1	Crew Member
Irving Park	DULCE	ROJAS	1/11/2015	1	Crew Member
Irving Park	TERRENCE	PARHAM	1/26/2015	1	Crew Member
Grand/Pulaski	JENNIE	BENTON	1/11/2015	1	Crew Member
Cicero	ROSE	CHOUDHRI	1/28/2014	2	Crew Member





# Happy Birthday



## December

Store	Positon	Date of Birth	First Name	Last Name
Wrigley	Crew Member	12/17	Gabriela	Carrillo
Wrigley	Shift Leader	12/3	FRANCISCO	REYES
Montrose	Crew Member	12/17	Jonathan	Aponte
McCook	Shift Leader	12/11	TATJANA	ANTIC
Channahon	Crew Member	12/1	Raquisie	wilson
Pershing	Crew Member	12/5	DOREEN	GILLES
Pershing	Crew Member	12/6	Makenzie	Ligue
Pershing	Crew Member	12/19	Alex	Mosier
Pershing	Crew Member	12/31	Robert	Forsuk
Manteno	Crew Member	12/3	Kaleb	Lehnert
Manteno	Crew Member	12/18	Drew	Wilson
Willow	Crew Member	12/31	BRITTANY	BRIZEK
Willow	Crew Member	12/14	lilibeth	ronces
Willow	Crew Member	12/13	Alexander	Cortez
Homer Glen	Crew Member	12/1	Michelle	Druskowski
Romeoville	Crew Member	12/27	BRITTANY	HONINGS
Irving Park	Crew Member	12/16	Mirna	Martinez
Elk Grove	Crew Member	12/1	RUTVI	KIRTIPATEL
Lawrence	Shift Leader	12/5	DABRECA	WARD
Division/Cali	Shift Leader	12/31	Vadette	Anderson
Division/Cali	Crew Member	12/9	kiara	Rodriguez
Madison	Crew Member	12/24	Melissa	Barker
Arlington	Crew Member	12/4	Jayshree	Parikh
Cicero	Crew Member	12/23	kimberly	decola-massallo
Cicero	Crew Member	12/22	jessica	preze

## January

Store	Positon	Date of Birth	First Name	Last Name
	Area Manager	1/2	CYNTHIA	DERRY
	Area Manager	1/2	Tony	LeMasters
Menard	General Manager	1/12	ROSA	MONTALVO
Madison	General Manager	1/21	CHRISTA	GARCIA
Woodridge	Shift Leader	1/16	Steven	Johnson
Woodridge	Shift Leader	1/15	Ronice	Williams
Madison	Crew Member	1/25	CANDACE	SEXTON
Homer Glen	Crew Member	1/2	Stephen	Szczasny
Central	Crew Member	1/21	Oscar	Mora-Hernandez
Grand	Crew Member	1/5	JENNIE	BENTON

Cicero	Crew Member	1/3	ROSE	CHOUDHRI
Romeoville	Crew Member	1/13	samantha	Cabrera
Menard	Crew Member	1/1	Pavel	Garcia
Cicero	Crew Member	1/24	Alex	Lugo
Elk Grove	Crew Member	1/13	SAYAMA	THOUHEED
Elk Grove	Crew Member	1/14	SYED ALI	RIZVI
Elk Grove	Crew Member	1/1	RAKSHAN	ALI
Romeoville	Crew Member	1/6	Maria	Salgado
Woodridge	Crew Member	1/21	Emily	Hernandez
Elk Grove	Crew Member	1/1	ETELVINA	CHUQUILIN
McCook	Crew Member	1/25	Ivan	Jovanovic
98th	Crew Member	1/10	CRYSTAL	STRICKLAND
Manteno	Crew Member	1/16	JULIE	GEISE
Manteno	Crew Member	1/27	Ashley	Phelps
Kankakee	Crew Member	1/13	CIERRA	HARRIS
Grand	Crew Member	1/22	Rosa	Mercado
Grand	Crew Member	1/21	Jessica	Viveros
Madison	Crew Member	1/28	LIANNE	CAMPOS

W-2's will be available on Stratex by the end of January. Once they are ready we will let you know. Paper copies will be post marked by January 31<sup>st</sup>. Always make sure your information in Stratex stays up to date!

Please remember that texting is NOT a form of communication at CLC. If you are going to be late to work or cannot work your shift you MUST call the store and speak to the manager on duty. If it is outside working hours call your General Manager.

Texting off will result in corrective action up to including termination.