

**March/April 2017**

# **Chicagoland Commissary's Monthly Newsletter**

**At CLC providing the perfect cup of coffee to every guest, every day regardless of what time it is critical to our business. If we don't provide that perfect coffee then what will drive the guest into our store**

**Why must hot coffee be discarded every 18 minutes when brewed in a glass carafe and 60 minutes when using a thermal carafe?**

When Dunkin' Donuts coffee is freshly brewed, according to brewing standards, hot water extracts the best coffee flavor from the beans. When the coffee sits, in a glass carafe on the hot warmer plate, positive aromas and flavors deteriorate creating a stale flavor. By using a thermal carafe the process is slowed so that the coffee's great aroma and flavor last for a full hour.

After EVERY brewed pot of coffee you must wipe the spray head with a clean sanitized blue towel and spray the brew basket ensuring the coffee residue is off (build up will alter the flavor profile).

Regardless of your job title, if you are completing the Book (temperatures and calibrations) it is extremely important that you understand what the targets are supposed to be. Dunkin' does allow our machines to be within a range but it is OUR goal to hit the target every morning so we can ensure that the machine will stay within the range throughout the day as our machines do fluctuate.



## **Coffee Grinds**

Before you can check the weight of our coffee grinds you must check the actual grind size using the sample can provided by Dunkin' (If the can is used daily it should only last 1 month). The grind size is the single most important piece to brewing the perfect cup of coffee.

Once the grind size is perfect, we want to check the weight. The target for both Regular and Decaf is 3.25oz (range is 3.10-3.40oz). If the grinder is not providing the target when you check in the morning please ensure it is adjusted by you or someone that is trained to make the adjustment.

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 2017 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)

779 surveys were taken in January  
1107 surveys were taken in February

We served 416,379 Guests in January  
We served 465,918 Guests in February

1 out of 534 Guest took our Survey in January  
1 out of 421 Guest took our Survey in February

Great Job increasing the amount of guest that took our survey in February!

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

## 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**

**In the month of February we have served 465,918 Guests and 4217 used On-the-Go That's 1 out of 110 Guest used On-The-Go in our stores in February**

**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!!**

# Properly Training Employees is the key to a successful business

Both CLC and Dunkin' require all employees (regardless of your job title) to complete online training classes provided by Dunkin' Brands that educate you on each station within your store. The courses are located on our website [www.clcdd.com](http://www.clcdd.com) under Crew Member Training.

Our training program for new hires is 11 days, so by clicking on each day you will find all required courses that need to be completed. Go to [www.dunkinbrands.csod.com](http://www.dunkinbrands.csod.com) to take the courses (copy and paste the exact wording from our website in the search field to find the course(s)).

Here is where your store is through March 15<sup>th</sup>; we need to get to 100% in every store.

Store	Tot Completion % for Learning Path (Crew Training)
98th	14%
Ashland	2%
Montrose	36%
Division / Halsted	49%
Indy	7%
Pershing	84%
McCook	9%
Grand / Pulaski	12%
Menard	15%
Channahon	52%
Manteno	34%
Lawrence	68%
Ogden	49%
Kankakee	56%
Irving Park	48%
Elk Grove	68%
California	56%
Roselle	63%
Woodridge	66%
Central Express	16%
Western	47%

Store	Tot Completion % for Learning Path (Crew Training)
Central	28%
Monee	62%
Willow Springs	61%
Homer Glen	82%
Romeoville	56%
Madison	48%
Wrigley	41%
Arlington	45%
Cicero	46%
Plainfield	72%

Q - How can YOU help your store get to 100%?

A - Complete your training

Q - How can completely your training better your store?

A - Properly trained employees provide consistent product and service to each and every guest



# Happy Anniversary



## March

Divisions	First Name	Last Name	Hire Date	Years at CLC	Position
Wrigley	Ketaurah	James	3/3/2016	1	Shift
Grand	MARIA GLORIA	AVALOS	3/2/2009	8	Crew
Channahon	Devon	Costello	3/10/2016	1	Crew
Pershing	MARIELLE	GREIN	3/5/2014	5	Crew
Manteno	RILEY	CHIATTELO	3/28/2015	2	Crew
Ashland	VICTOR	GAVINA	3/12/2016	1	Crew
Ogden	GABRIELA	DIAZ	3/26/2013	4	Crew
Homer Glen	Nicole	O'Connor	3/29/2015	2	GM
Woodridge	Brittney	Onovo	3/23/2016	1	Shift

## April

Divisions	First Name	Last Name	Hire Date	Years at CLC	Position
Ashland	ARIEF A	AHMEDABADI	4/10/2006	11	GM
Cicero	DIANA	LAZQUANO	4/29/2015	2	GM
Division	STEPHANIE	DAVIS	4/20/2012	5	GM
Monee	RYAN	MOORE	4/27/2015	2	Shift
Express	SYLVIA	ZAPATA	4/25/2008	9	Shift
Grand	NANCY	CASTRO	4/26/2014	5	Crew
Romeoville	BRITTANY	HONINGS	4/11/2014	5	Crew
Channahon	Ashley	Clemmons	4/11/2016	1	Crew
Kankakee	Jeremy	Velez	4/5/2016	1	Crew
Roselle	Carly	Sisson	4/11/2016	1	Crew
Manteno	Robert	Forsuk	4/11/2016	1	Crew
Willow	BRITTANY	BRIZEK	4/15/2016	1	Crew
Willow	Hunter	Rowe	4/18/2016	1	Crew
Ogden	Maria	Nunez	4/19/2016	1	Crew
Ashland	ROSHONDA	CHAPMAN	4/25/2016	1	Crew



# Happy Birthday



## March

Store	Position	Date of Birth	First Name	Last Name
Wrigley	Crew Member	3/31	Shanese	Bradley
Wrigley	Crew Member	3/7	Brandy	Galeana
Wrigley	Shift Leader	3/26	Reyna	galeana
Indy	General Manager	3/17	PATRICIA	SHANNON
Indy	Crew Member	3/13	Megan	Murillo
Indy	Crew Member	3/1	David	Cauley
Channahon	Shift Leader	3/29	NATASHA	NOWDEN
Channahon	General Manager	3/17	JONNAYE	WATTS
Channahon	Crew Member	3/24	Briana	Simons
Menard	Shift Leader	3/18	BLANCA	MONTALVO
Menard	Crew Member	3/15	Heilly	Garcia
Pershing	General Manager	3/6	MARIO	SCALISE
Pershing	Shift Leader	3/17	APRIL	CALDERON
Pershing	Shift Leader	3/16	GINGER	DOWLING
Manteno	Crew Member	3/8	JORDAN	COOLEY
Manteno	Crew Member	3/8	ELIZABETH A	MINTON
Monee	Crew Member	3/15	dusti	sucic
Kankakee	Shift Leader	3/20	Loretta	Cousins
Willow	Crew Member	3/6	Drew	Donohue
98th Street	Crew Member	3/15	MIRITA	MABRON
Ogden	Crew Member	3/19	GABRIELA	DIAZ
Romeoville	Shift Leader	3/4	Jackeline	Molina
Irving Park	Crew Member	3/17	ARLENE	TORRES
Div and Cal	Crew Member	3/9	Stephanie	Diaz
Div and Cal	Crew Member	3/10	Holt	Ellis
Madison	Crew Member	3/22	COREY	DAVIDSON
Roselle	Crew Member	3/2	Raesheyana	Johnson
Arlington	Crew Member	3/23	carolyn	soukup
Arlington	Crew Member	3/22	Jovany	Guillen
Central	Crew Member	3/26	ELSA M	RIVERA

# April

Divisions	Positions	Date of Birth	First Name	Last Name
Indy	Shift Leader	4/23	EVANGELINA	LOZANO
Indy	Crew Member	4/11	Anthony	Sanchez
McCook	Shift Leader	4/30	Mirjana	Dordevic
McCook	Crew Member	4/8	Mirjana	Borota
Grand	Crew Member	4/2	MARIA GLORIA	AVALOS
Channahon	Crew Member	4/27	JOSH	WINTER
Manteno	Crew Member	4/28	COURTNEY	BAKER
Monee	Crew Member	4/25	Amber	Figuroa
Willow	Shift Leader	4/29	Kyla	Gabka
Ashland	Crew Member	4/4	JAMIE	EDWARDS
Ogden	General Manager	4/18	JUSTINA	WILLIAMS
Homer Glen	Crew Member	4/21	Ryan	Deporto
Irving Park	Crew Member	4/11	Lesly	Garcia
Lawrence	Crew Member	4/16	Herbert	Sandifer
Madison	Crew Member	4/12	La Kayla	Jenkins
Arlington	Crew Member	4/2	Jordan	Keith
Arlington	Crew Member	4/16	Elizabeth	Rodriguez
Express	Crew Member	4/11	Rosalinda	Fernandez
Plainfield	Crew Member	4/29	Aracelly	Merlos
Division	Crew Member	4/15	Jaquisha	Heath
Division	Crew Member	4/19	Dyonnesha	Woolfolk
Ashland	General Manager	4/1	ARIEF A	AHMEDABADI

**Do you know about the check average contest going on now in your store?**

**Every week your store can win \$\$\$\$ just by Up-Selling, Suggestive Selling, and Promoting our product to every guest.**

**Ask your manager today about the contest if you don't know about it.**



# Welcome Aboard to CLC

Divisions	First Name	Last Name	Hire Date	Position
Montrose	Matthew	Calderon	3/10/2017	Crew Member
Grand	Selena	Montalvo	2/19/2017	Crew Member
Menard	Rosario	Velasquez	2/23/2017	Crew Member
Menard	Monserrat	Sanchez	3/2/2017	Crew Member
Menard	Javier	Jimenez	3/3/2017	Crew Member
Menard	Heilly	Garcia	3/10/2017	Crew Member
Manteno	Faith	Barkley	2/24/2017	Crew Member
Manteno	Alaynna	Piotrowski	2/28/2017	Crew Member
Monee	dusti	sucic	2/8/2017	Crew Member
Monee	nic	smolka	3/6/2017	Crew Member
Kankakee	Mandi	Haigh	2/1/2017	Crew Member
Kankakee	Kacey	Harris	2/17/2017	Crew Member
Kankakee	Michelle	Pellett	3/7/2017	Crew Member
98th Street	CORTEZ	BROWN	2/4/2017	Crew Member
98th Street	RICLENE	BRUNO	2/13/2017	Crew Member
98th Street	MICHAEL PARKER	RRIEL	2/27/2017	Crew Member
Irving Park	Marydale	Long	3/4/2017	Crew Member
Irving Park	Ana	Lopez	3/6/2017	Crew Member
Lawrence	Nathaniel	Williams	2/21/2017	Crew Member
Div and Cal	Holt	Ellis	2/24/2017	Crew Member
Div and Cal	JEANEEN	HATTER	3/6/2017	General Manager
Madison Store	De Andre	Johnson	2/2/2017	Crew Member
Madison Store	La Kayla	Jenkins	3/6/2017	Crew Member
Madison Store	Joachima	Ross	3/7/2017	Crew Member
Madison Store	Tiajauna	Garrett	3/13/2017	Crew Member
Woodridge	Tori	Grantz	2/22/2017	Crew Member
Arlington	Keely	McEnery	2/24/2017	Crew Member
Central Express	Rosalinda	Fernandez	3/10/2017	Crew Member
Schaumburg	Matthew	Heinz	2/27/2017	Baker/Finisher
Schaumburg	Michael	Ferrarini Jr	3/13/2017	Assistant Manager
Schaumburg	jimmy	parada	3/31/2017	Crew Member
Plainfield	Aracelly	Merlos	3/6/2017	Crew Member
Central	Erouka	Knox	2/19/2017	Crew Member
Central	YULISA	PATINO	3/7/2017	Crew Member
7 Central	Ariel	Brisco	3/14/2017	Crew Member
8 Division	Dyonnesha	Woolfolk	2/23/2017	Crew Member