

# Chicagoland Commissary Monthly Newsletter

## In the Know at CLC

Chicagoland has 30 stores and is growing!! We are always looking to promote from 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 <http://www.clcdd.com/employment/> to see where we are hiring. We are opening new stores in 2016 in the Northwest Suburbs and Indiana.

We need Crew Members and Shift Leaders throughout Chicagoland Commissary as well General Managers in multiple locations.

## Congratulations to the Following

Diana and her team @Cicero broke the store record week ending 4/9/2016. They hold the highest sales week for the company.

Rosa and her team @ Menard broke the sales record week ending 4/9/2016

Abraham and his team @ Wrigleyville broke the sales record week ending 4/16/2016

Do YOU Know your stores sales record? Do YOU know that you play a part in helping the store break the store record? Up-selling, Suggestive Selling, Promoting & Following the 6 Steps of Service are all ways YOU can help break your stores record!

## Window #5 Starts Thursday April 28<sup>th</sup>

### What's New!?!

- Smoothies are now in 3 sizes (small, medium & large) (If they don't have whip you give a flat lid)
- Supreme Omelets are back
- Chocolate Chip Cookies (serve warm on "pstmuf" button)
  - Great Suggestive Sell in the afternoon to raise that check avg.
- New Coolatta Flavors (Sour Apple, Blue Raspberry & Watermelon)
- Caramel Latte Square Donut (starts 5/2)
- Blueberry Cobbler Croissant Donut (starts 5/2)
- Mother's Day Donut (week of Mother's Day only)
- Bakery Case liners are NOW white
  - Shows less grease
  - Colorful donuts pop more
  - Can NOT mix and match between pink and white so openers MUST change liners (remember the 1" fold at the front of the basket and always remember to pull from at least 3 back so the case looks full and fresh all day)

### What's Ending?!?

- GranDDe Burrito
- Strawberry Shortcake Croissant Donut
- Oreo Cheesecake Square Donut
- Raspberry Cheesecake Square Donut

### Changing at Dunkin

- Single pack cream cheese is now 1.5 oz.
- Hazelnut K-Cups are discontinued



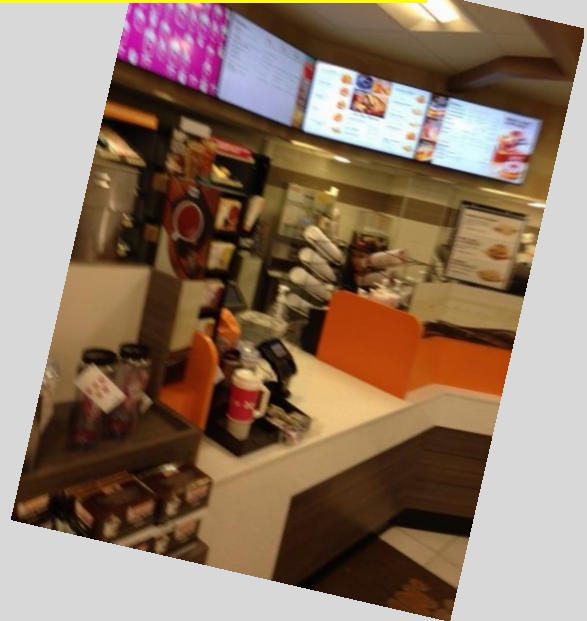
Watch what's New (scan the QR Code)

**Every Window we require that you take a short quiz once trained to test your knowledge.**

**Please use the link below and complete NO later than Monday April 25<sup>th</sup>, 2016 @ 12:00pm!!**

**<https://www.surveymonkey.com/r/Q9YQMT9>**

**Homer has been remodeled!!  
Thanks to the team for their hard work!**



### **Cell Phone Policy**

Do YOU know the Cell Phone Policy? All current employees should have signed the policy after understanding it. Chicagoland Commissary isn't any different than anywhere else you go; do you know see employees on their phones when you're out?

## Summer T-Shirts

Summer t-shirts will arrive 1<sup>st</sup> week of May and each employee will receive 3 different designs. When your store switches to the summer t-shirts you must adhere to the following guidelines;

The entire staff must be in the summer t-shirt everyday

Your store can not mix and match between white polos and summer t-shirts

If you forget to wear your summer t-shirt you will be sent home to change

## Uniforms

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 (<http://www.clcdd.com/team-member-access/> password; lovedunkin))

**ONE GUEST IS A LINE = If we always think like this then we will give the best service and win our guest over!! There are hundreds of Dunkin's to visit but what makes your store different??**

Every employee on the clock should tend to every guest regardless of how many there are!!

**Did you know that we have 120 seconds to get our Guest in and out when they visit inside and 150 seconds to get them in and out if they visit us through the Drive Thru??**

Being prepared for every rush, Having the right people in the right places, Following the 6 steps of service (this includes smiling and making eye contact) & Working as a team all helps ensuring that our guest are in and out.

Every Dunkin' sells the same product, what makes CLC better is the Guest Service we provide....

**Clean Stores + Trained Employees + Happy Guest = GREAT STORE**

### **Employee Uniform / Merchandise Website**

We heard YOU and have created a website just for you to order more polo's as well some cool outerwear.

The page is designed for you to place an order whenever you want and payment will be automatically taken out of your paycheck through our payroll deduction process.

The website is a part of the CLC site and can be found in the employee section or clicking <http://www.clcdd.com/employee-merchandise/>

Please note that any outerwear you purchase is only allowed to be worn outside of work.



# HAPPY ANNIVERSARY



<b>Level 4 - Divisions</b>	<b>First Name</b>	<b>Last Name</b>	<b>Original Hire Date</b>	<b>Years at CLC</b>	<b>Position</b>
Central	SERINA	MATOS	5/16/2007	9	Shift Leader
McCook	ALEKSANDRA	MADZAREVIC	5/5/2010	6	General Manager
Irving Park	OMAIRA	RODRIGUEZ	5/1/2011	5	General Manager
Monee	JAMIE	STROZ	5/26/2011	5	Shift Leader
Pershing	GINGER	DOWLING	5/16/2013	3	Shift Leader
Division	KIOLE	BARAN	5/22/2013	3	Shift Leader
Pershing	TIFFANY	WILLIAMS	5/9/2014	2	Crew Member
Western	DABRECA	WARD	5/18/2014	2	Shift Leader
Monee	BRANDI	WILSON	5/30/2014	2	Crew Member
Ogden	CORAIMA	MONTOYA	5/4/2015	1	Crew Member
Channahon	JOSH	WINTER	5/6/2015	1	Crew Member
Arlington Heights	AMERILLA	NELSON	5/8/2015	1	General Manager
Romeoville	JASMINE	SANDERS	5/17/2015	1	Crew Member
Madison Store	COREY	DAVIDSON	5/26/2015	1	Crew Member
Kankakee	TIA	COVINGTON	5/29/2015	1	Crew Member



# HAPPY BIRTHDAY



Level 4 - Divisions	Level 6 - Positions	Date of Birth	First Name	Last Name
Elk Grove	Crew Member	5/15	HEMKUVARBA	PATEL
Central Express	Crew Member	5/17	ALYSSA	PEREZ
Irving Park	Crew Member	5/25	DULCE	ROJAS
Pershing	Crew Member	5/11	TIFFANY	WILLIAMS
Elk Grove	Crew Member	5/25	SANDRA	IBARRA
Ashland	Crew Member	5/15	TONI	RAMOS
Arlington Heights	Crew Member	5/4	Danielle	Campbell
98th Street	Crew Member	5/9	ZAMAN	ALI
Monee	Crew Member	5/16	BRANDI	WILSON
Homer Glen	Crew Member	5/22	NICOLE	FANDL
Homer Glen	Crew Member	5/3	Jenna	McKenna
Homer Glen	Crew Member	5/30	Valencia	Haldeman
Willow	Crew Member	5/18	Caitlin	king
Willow	Crew Member	5/15	EILEEN	KELLY
Willow	Crew Member	5/19	Shaayna	Day
Grand and Pulaski	Crew Member	5/28	Angel	Garcia Jr.
Pershing	Crew Member	5/4	Celeste	Rodriguez
Willow	Crew Member	5/25	Robin	Jones
Homer Glen	Crew Member	5/7	Dariusz	Klikuszowian
Central	Crew Member	5/7	Corey	Matson
Central	General Manager	5/29	BRYAN	ZUIDEMA
Lawrence	General Manager	5/23	STEPHANIE	DAVIS
Wrigley	General Manager	5/29	ABRAHAM	NUNEZ
Ogden	Shift Leader	5/25	TANIA	MORENO
Ogden	Shift Leader	5/18	JUAN	SOLIS
Arlington Heights	Shift Leader	5/1	Millett	Mathai
Wrigley	Shift Leader	5/27	STEPHANIE	ARIAS

**If you wish to see something in your monthly CLC Newsletter let us know. Send using the Suggestion Box located in the Team Member section of the website**