

# Chicagoland Commissary Monthly Newsletter

## In the Know at CLC

### **Winter Uniform Policy**

October 1st – March 31<sup>st</sup>

- You may wear a long sleeve fitted shirt under your polo, this long sleeve shirt must be **same size or smaller than polo** to prevent baggy arms causing shirt to rub against food. **Crew Members long sleeve shirt must match polo** and if longer than polo be tucked in
- Drive-Thru locations may wear Dunkin' approved jackets ONLY. Jackets are only allowed to be worn by Cashier in Drive-Thru and Coffee Station employee (if you have a separate drive-thru coffee station) and Order Taker
- Nametag MUST be on the Drive-Thru jacket and visible to guest at all times
  - Aprons are not required under the Drive-Thru jacket
- No other sweaters, jackets, hoodies, shirts are allowed behind the counter at any time (on or off the clock), including the brown Dunkin' sweater
- Hats, scarfs, gloves must be approved by Area Manager PRIOR to use in Drive-Thru
- **New uniforms will be available to purchase on our website starting next week for the winter months**

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

\$50.00 for every employee you refer that is hired and employed for 60 days. This is for all active employees within CLC. The employee you refer does not have to be hired at your store, just at a CLC store. Speak to your General Manager today or your Area Manager!!

## **On the Go Orders**

### **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.**

### **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!!!**

### **Below are current results per store**

Quarter #3 = June 26<sup>th</sup> - Sept. 24<sup>th</sup> (13 weeks per quarter)

Quarter #4 = Sept. 25<sup>th</sup> – Oct. 29<sup>th</sup> (5 weeks so far)

(quarter #4 goes until Dec. 31<sup>st</sup>)

# On The Go per Store

Store	Qtr. #4 (CLC #'s avgs)		Qtr. #4 Wkly Avg.		Qtr. #3 (CLC #'s avgs)		UP/DOWN from Qtr. #3 to Qtr. #4	
	##	\$\$	##	\$\$	##	\$\$	##	\$\$
<b>Totals</b>	<b>97</b>	<b>\$354.84</b>	<b>19</b>	<b>\$68.52</b>	<b>109</b>	<b>\$422.32</b>	<b>-12</b>	<b>-\$65.15</b>
CLC	97	\$354.84	19	\$68.52	109	\$422.32	-12	-\$65.15
Central	226	\$720.77	45.2	\$144.15	282	\$1,127.05	-56	-\$406.28
Division	154	\$486.44	30.8	\$97.29	258	\$875.75	-104	-\$389.31
Cicero	45	\$244.19	9	\$48.84	32	\$137.93	13	\$106.26
Montrose	27	\$141.92	5.4	\$28.38	72	\$293.54	-45	-\$151.62
Indy	61	\$241.59	12.2	\$48.32	89	\$317.69	-28	-\$76.10
McCook	27	\$157.15	5.4	\$31.43	20	\$137.41	7	\$19.74
Grand	45	\$136.77	9	\$27.35	38	\$98.66	7	\$38.11
Channahon	61	\$255.34	12.2	\$51.07	28	\$129.79	33	\$125.55
Menard	90	\$379.90	18	\$75.98	88	\$334.39	2	\$45.51
Pershing	173	\$525.33	34.6	\$105.07	274	\$870.27	-101	-\$344.94
Manteno	172	\$576.94	34.4	\$115.39	147	\$645.21	25	-\$68.27
Monee	99	\$508.81	19.8	\$101.76	54	\$256.82	45	\$251.99
Kankakee	45	\$157.22	9	\$31.44	24	\$92.63	21	\$64.59
Willow	64	\$249.89	12.8	\$49.98	53	\$229.54	11	\$20.35
Ogden	72	\$271.79	14.4	\$54.36	73	\$354.53	-1	-\$82.74
Homer	122	\$457.42	24.4	\$91.48	215	\$620.74	-93	-\$163.32
Romeoville	60	\$213.04	12	\$42.61	48	\$198.77	12	\$14.27
Irving Park	32	\$154.84	6.4	\$30.97	41	\$159.29	-9	-\$4.45
Elk Grove	47	\$164.58	9.4	\$32.92	28	\$101.89	19	\$62.69
Lawrence	23	\$103.40	4.6	\$20.68	18	\$72.48	5	\$30.92
California	178	\$705.91	35.6	\$141.18	141	\$597.16	37	\$108.75
Madison	304	\$1,228.02	60.8	\$245.60	332	\$1,482.57	-28	-\$254.55
Roselle	37	\$97.08	7.4	\$19.42	38	\$103.55	-1	-\$6.47
Woodridge	42	\$148.22	8.4	\$29.64	41	\$167.81	1	-\$19.59
Arlington	28	\$78.82	5.6	\$15.76	375	\$1,449.59	-347	-\$1,370.77
Central Exp	76	\$250.22	15.2	\$50.04	116	\$447.60	-40	-\$197.38
Western	73	\$246.65	14.6	\$49.33	82	\$345.52	-9	-\$98.87
Wrigley	338	\$1,033.25	67.6	\$206.65	49	\$176.81	289	\$856.44

## **We Value Your Input!**

If you send us an idea/comment/concern/question using our Suggestion Box on our website at <http://www.clcdd.com/team-member-access/>

**CONGRATS to Kaylee McKenna from Homer Glen for winning the Keurig Brewer from our October Newsletter... Your manager will receive it on Nov 8<sup>th</sup>.**

**Out of 350 plus employees we only had 16 employees enter to win, why???**

## **Chicagoland Commissary Handbook**

When is the last time you reviewed our handbook? The handbook has a lot of important information that you need to know to ensure you are completing your job correctly. It is your responsibility to know the policies and standards set forth by Chicagoland Commissary. On day #1 of employment, you signed an acknowledgement form stating you would read and understand our handbook.

**It is YOUR responsibility to know the policies, procedures and standards each and every day!!**

(handbook is located on our website (<http://www.clcdd.com/team-member-access/> password; clcdunkin)

**(PLEASE NOTE; NEW PASSWORD FOR OUR TEAM MEMBER ACCESS)**

## **Chicagoland Commissary has 30 stores and growing!!**

We are opening new stores in the winter of 2016 and throughout 2017 in the Northwest Suburbs, Southwest Suburbs and 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 need Crew Members and Shift Leaders throughout Chicagoland Commissary as well General Managers in multiple locations.

**Our Plainfield location is NOW hiring for all positions, opening in Winter of 2016!**

**Our Mount Prospect location is NOW hiring for management, Winter of 2016!**

### **Guest Survey**

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)

**Below are current results per store**

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## GSS per Store

Store	Guest Count	Survey #	1 out of	Total	guest took the survey
<b>Running Qtr. #4 (09/24/2016-12/31/2016)</b>					
<b>CLC</b>	<b>516,353</b>	<b>922</b>	1 out of	<b>560</b>	guest took the survey
<b>Central</b>	29,098	33	1 out of	882	guest took the survey
<b>Division</b>	14,706	16	1 out of	919	guest took the survey
<b>Cicero</b>	34,511	53	1 out of	651	guest took the survey
<b>Montrose</b>	8,928	21	1 out of	425	guest took the survey
<b>Indy</b>	22,883	58	1 out of	395	guest took the survey
<b>McCook</b>	14,487	16	1 out of	905	guest took the survey
<b>Grand</b>	21,654	45	1 out of	481	guest took the survey
<b>Channahon</b>	14,600	21	1 out of	695	guest took the survey
<b>Menard</b>	23,064	31	1 out of	744	guest took the survey
<b>Pershing</b>	23,924	49	1 out of	488	guest took the survey
<b>Manteno</b>	28,187	37	1 out of	762	guest took the survey
<b>Monee</b>	23,027	53	1 out of	434	guest took the survey
<b>Kankakee</b>	17,556	35	1 out of	502	guest took the survey
<b>Willow</b>	18,617	35	1 out of	532	guest took the survey
<b>Ogden</b>	21,237	27	1 out of	787	guest took the survey
<b>Homer Glen</b>	24,187	36	1 out of	672	guest took the survey
<b>Romeoville</b>	12,767	19	1 out of	672	guest took the survey
<b>Irving Park</b>	18,379	41	1 out of	448	guest took the survey
<b>Elk Grove</b>	11,482	14	1 out of	820	guest took the survey
<b>Lawrence</b>	7,581	23	1 out of	330	guest took the survey
<b>California</b>	13,817	33	1 out of	419	guest took the survey
<b>Madison</b>	25,423	86	1 out of	296	guest took the survey
<b>Roselle</b>	8,718	29	1 out of	301	guest took the survey
<b>Woodridge</b>	14,118	34	1 out of	415	guest took the survey
<b>Arlington</b>	16,169	15	1 out of	1078	guest took the survey
<b>Central Exp</b>	13,770	10	1 out of	1377	guest took the survey
<b>Western</b>	11,989	23	1 out of	521	guest took the survey
<b>Wrigley</b>	21,474	29	1 out of	740	guest took the survey

# November Anniversaries

Store	First Name	Last Name	Hire Date	Years at CLC	Position
Wrigley	Christopher	Nykiel	11/28/2015	1	CM
McCook	Mirjana	Dordevic	11/8/2015	1	CM
Pershing	DOREEN	GILLES	11/14/2012	4	CM
Manteno	COURTNEY	BAKER	11/8/2013	3	CM
Monee	KARJAN	DAMBAUGH	11/2/2012	4	CM
Willow	NICOLE	FANDL	11/29/2014	2	GM
Ashland	TONI	RAMOS	11/30/2015	1	AM
Ashland	ZOIKEE	BARFIELD	11/30/2015	1	CM
Ogden	TANIA	MORENO	11/13/2012	4	SL
Irving Pk	Salman	Biradar	11/8/2015	1	CM
Elk Grove	SHOAIB	QURESHI	11/15/2013	3	GM
Roselle	RAJ	PATEL	11/21/2014	2	CM
Arlington	JASMINE	PARKER HUFF	11/22/2014	2	CM
Western	DANIELLE	DOWLING	11/28/2014	2	CM

If you wish to see something included in your monthly CLC Newsletter, let us know. Please send your request using the Suggestion Box located in the Team Member section of the website.



# November Birthdays

Store	Positions	Date of Birth	First Name	Last Name
Montrose	Shift Leader	11/28	Vondavia	Collier
Channahon	Crew Member	11/25	Dorsetta	Henderson
Menard	Crew Member	11/12	Manuel	Barajas
Pershing	Crew Member	11/22	RICARDO	BARRAGAN
Kankakee	Crew Member	11/12	Jeremy	Velez
Homer Glen	Shift Leader	11/19	Joshua	Fouts
Romeoville	Crew Member	11/4	JASMINE	SANDERS
Irving Park	Crew Member	11/2	Maria	Rojas
Irving Park	Crew Member	11/20	RAFAEL	ROMAN
Lawrence	Crew Member	11/12	ADBIEL	AVILES
Div and Cal	Crew Member	11/30	Jennifer	Jones
Div and Cal	Crew Member	11/23	erica	moreno
Office		11/7	JOSHUA	BURKE
Office		11/26	WILLIAM	COLAIANNI
Office		11/2	JOHN	LUXEM
Dunkin'		11/14	Khan	Shokofeh
Office	Accounting Clerk	11/1	PATRICK	ROONEY
Woodridge	Crew Member	11/4	Jessica	Gustafson
Arlington	Shift Leader	11/21	yesenia	alvarado
Cicero	Crew Member	11/11	samantha	CUELLAR



**Have a Great November!**

