

June/July 2017

Chicagoland Commissary's Monthly Newsletter

What's New at Dunkin'?



Frozen Dunkin' Coffee

- Replaced Frozen Coffee Coolatta
- Syrup contains REAL coffee
- Pre-sweetened
- Similar caffeine content as Dunkin' Iced Coffee

- Blend on #1
- Standard build uses Cream (C Setting) and Coffee Syrup
- Taste GREAT with Caramel, Mocha & S'mores swirl

Monster Energy Drink

- Size LARGE only (requires entire can of Monster Energy)
- 2 varieties:
 - Blue Raspberry (4 pumps)
 - Strawberry (fill to pink line after filling large cup with 2/3 with ice)



Coffee Calibrations

Something that keeps coming up and will continue to as we all need to ensure that our coffee is perfect every day, all day regardless of what time or day it is:

Water Volume = 60oz (range is 58-62oz but start the day at target).

Grind Size = Must match the grind sample (one canister should only last a month if being used daily).

Grind Weight = 3.25oz (range is 3.10-3.40oz but start the day at target). If you have more than 1 machine they both must match!

Dairy = Medium 46g (range is 41-51g but start the day at target). Are you checking all sizes?

Sugar = Medium .75oz (range is .65-.85oz but start the day at target). Are you checking all sizes?



Start YOUR DAY at Target as throughout the day your machines may fluctuate. Starting at target will help ensure they stay within range (if your machine is taken care of and in good working order)

It's very important that your team (regardless of how busy you are) wipes the spray head after every use and sprays the basket between brewing. Not following this will cause the coffee to be off!!

Our 32nd store has opened in Schaumburg!!



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.

Earn \$50.00 for every employee you refer to any of our 32 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!!

Earn \$100.00 for every Shift Leader you refer to any of our 32 stores that is hired and employed for 90 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!!



**WE WILL
PAY YOU!**

Earn \$100.00 for every Shift Leader you refer to any of our 32 stores that is hired and employed for 90 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!!

CLC Uniform Standards

(non-negotiables)

CELL PHONES ARE NOT ALLOWED AT ANYTIME WHILE ON THE CLOCK

(this includes on you or on the counter)

You must maintain a high standard of personal hygiene and grooming when you are at work.

Hat/Visor - Hats/visors must be worn straight with bill facing forward.

Shirts - Only CLC brand approved logo print or embroidery allowed. Must have a collar, turtleneck, or mock neck. Crew Members must wear a solid white, no print or embroidery Brand approved shirt. Must have a collar, turtleneck, or mock neck. All Managers and Crew Member shifts must be the correct size, cannot be skintight and cannot allow for any skin exposure when bending or raising your arms. Must be clean and wrinkle free. Short sleeves must be at least 4 inches long. Your shirt cannot be open more than 3 inches below the base of the neckline. Cannot be see-through, have tears or frays.

Undershirts - Crew Members must wear same color undershirt as polo. Shift Leaders, Assistant Managers and General Managers can either wear white undershirts or same color as the job title color shirt.

Apron - Assistant Managers and General Managers have the option of wearing an apron. Shift Leaders if leading the shift have the option of wearing an apron. All other Shift Leaders and Crew Members must wear an apron. The apron must be worn full length, must be clean and wrinkle free. No DD/BR aprons are allowed.

Name Tag - General Manager, Assistant Managers and Shift Leaders have names embroidered on shirt, if you are wearing a shirt without your name embroidered the nametag must be worn on the shirt visible to the guest and in good condition. Crew Members must wear their name tag on the apron visible to the guest and in good condition on opposite side of the DD logo. No DD/BR nametags are allowed.

Pants - Assistant Managers and General Managers must wear light colored khaki pants or shorts. Shift Leaders & Crew Members must wear blue jean pants or shorts (unless otherwise told different). Jeans must be any solid shade of blue, not black. Khakis must be any solid shade of tan or beige, not green. Pants must be clean and wrinkle free without holes, tears, rips, or frays. Pants must not drag on the floor, worn above the waist, must be the correct size (cannot be skintight or baggy) and no cargo or extreme styles are acceptable. Overalls, rhinestones, patches, or prints are not allowed. If you choose to wear shorts, they must adhere to all pants standards. They cannot be cutoffs and cannot be shorter than knee length.

Belts - If worn, must be plain and worn at the waist.

Shoes - Must be closed toe, closed heel, and with a nonslip rubber sole.

Personal Hygiene - Pay special attention to your daily personal hygiene. Bathe, brush your teeth, use deodorant, and wash your hair all before coming to work.

Hair Restraining -

Long Hair - Shoulder length or longer, must be tied BACK. Long hair cannot be tied UP on top of the head, or to the SIDE, it must be restrained so it flows down your neck or back.

Long Bangs - Over the eyes or longer, must be restrained back or to the side, so they do not hang in your face.

Hair Covering - All hair on the head of any length must be covered at all times while in areas where there is open food. Dunkin' Donuts hats and visors are acceptable to wear. Religion specific hair coverings are acceptable to wear, but must cover hair to the same extent as the Chicagoland Commissary hat or visor.

Facial Hair (beards, moustaches, goatees, etc.) - Must be trimmed to 1/4 inch maximum length or shorter. No "scruffiness!" Grow facial hair during days off.

Makeup - Makeup is allowed but must be tasteful and not excessive or extreme.

Jewelry - Only wedding bands are allowed. If rings tear food-handling gloves, then the rings must be removed while working. Only one stud earring is allowed in each ear. Bracelets and watches are not allowed.

Facial/tongue piercing - Are NOT allowed, remove them before clocking in.

Fingernails - Must be kept trimmed.

Nail Polish / Acrylic Fingernails - Of any kind or length are not allowed.

Perfume/Cologne - Is allowed, but be considerate of others — use moderation.

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 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)

All of Chicago	75%	Grand / Pulaski	77%	Homer Glen	84%
CLC	80%	Menard	82%	Romeoville	75%
98th	61%	Channahon	85%	California	86%
Ashland	69%	Monee	87%	Madison	78%
Montrose	83%	Manteno	83%	Roselle	92%
Division / Halsted	74%	Lawrence	69%	Woodridge	74%
Central	73%	Willow Springs	87%	Wrigley	83%
Cicero	75%	Ogden	75%	Central Exp	100%
Indy	82%	Kankakee	85%	Western	79%
Pershing	89%	Irving Park	82%	Arlington Heights	73%
McCook	77%	Elk Grove	69%	Schaumburg	66%
				Plainfield	78%

Above is where your store is for quarter #2 (April 2nd – today)
Red means you don't have enough survey

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

**In Quarter #2 we have served 1,212,756 Guests and
18570 used On-the-Go**

How do we get MORE guests to use On-the-Go?

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!!



Happy Anniversary



June

Store	First Name	Last Name	Original Hire Date	Years at CLC	Position
Grand	MARIA CRISTINA	CRUZ	6/1/2005	12	General Manager
Menard	ROSA	MONTALVO	6/25/2005	12	General Manager
Willow	JESSICA	MURPHY	6/13/2013	4	Shift Leader
Monee	SHAWN	DEPASQUALE	6/17/2013	4	General Manager
Menard	Lucretia	Horton	6/28/2013	4	Shift Leader
Central	ESTEFANY	GARCIA	6/7/2014	3	Shift Leader
Willow	NICOLE	JOHNSON	6/17/2014	3	Shift Leader
Manteno	Caitlin	Robinson	6/2/2015	2	Crew Member
Willow	Kyla	Gabka	6/6/2015	2	Shift Leader
Grand	Jessica	Viveros	6/8/2015	2	Crew Member
Romeoville	Brittany	Joelson	6/18/2015	2	General Manager
Kankakee	Loretta	Cousins	6/2/2016	1	Shift Leader
Romeoville	Randy	Marquez	6/8/2016	1	Shift Leader
Manteno	BRITTANY	BLOMQUIST	6/9/2016	1	Shift Leader
Grand	Rosa	Mercado	6/12/2016	1	Crew Member
Wrigley	Jenaya	Price	6/12/2016	1	Crew Member
Willow	Drew	Donohue	6/16/2016	1	Crew Member
Lawrence	Richarda	Johnson	6/17/2016	1	Shift Leader
Ogden	Cassandra	Calderon	6/21/2016	1	Crew Member
Div and Cal	Vadette	Anderson	6/23/2016	1	Shift Leader
Cicero	Cindy	Doroteo	6/23/2016	1	Crew Member
Western	William	Hoynes	6/28/2016	1	Shift Leader
Kankakee	DeAndrea	Rice	6/28/2016	1	Crew Member
Div and Cal	Jennifer	Jones	6/30/2016	1	Crew Member



Happy Anniversary



July

Store	First Name	Last Name	Original Hire Date	Years at CLC	Position
Manteno	ALEXIS	BIELAK	7/14/2014	3	Crew Member
Monee	CHRISTOPHER	HAGER	7/21/2014	3	Shift Leader
Pershing	APRIL	CALDERON	7/24/2014	3	Shift Leader
Cicero	Margarett	Pryor	7/1/2015	2	Crew Member
Romeoville	Jackeline	Molina	7/15/2015	2	Shift Leader
Cicero	samantha	CUELLAR	7/21/2015	2	Crew Member
Menard	Gloria	Pulido	7/24/2015	2	Crew Member
Romeoville	samantha	Cabrera	7/6/2016	1	Crew Member
Arlington	Jovany	Guillen	7/6/2016	1	Baker/Finisher
Romeoville	Alyssa	Raya	7/8/2016	1	Crew Member
Ashland	DHRUVI	SHAH	7/18/2016	1	Crew Member
McCook	Bratislava	Bukumiric	7/18/2016	1	Crew Member
Menard	Manuel	Barajas	7/19/2016	1	Crew Member
Homer	Claudia	Bukowski	7/22/2016	1	Crew Member
Cicero	Sonia	Funck	7/23/2016	1	Shift Leader
Ashland	JAMIE	EDWARDS	7/23/2016	1	Crew Member
Arlington	Miesha	Smith	7/27/2016	1	Crew Member
Arlington	Elizabeth	Rodriguez	7/27/2016	1	Baker/Finisher



Happy Birthday



June

Store	Position	Date of Birth	First Name	Last Name
Wrigley	Crew Member	6/5	Jenaya	Price
Menard	Crew Member	6/14	Lucretia	Horton
Menard	Crew Member	6/14	Javier	Jimenez
Manteno	Shift Leader	6/11	TIFFANI	ZIESEMER
Monee	Manager	6/18	RYAN	MOORE
Monee	Shift Leader	6/20	KARJAN	DAMBAUGH
Kankakee	General Manager	6/22	JAMIE	STROZ
Willow	Shift Leader	6/11	Dominique	Giancarlo
Willow	Crew Member	6/25	Hunter	Rowe
Homer	Crew Member	6/12	Claudia	Bukowski
Homer	Crew Member	6/18	Michelle	Fellers
Homer Glen	Crew Member	6/8	Kiri	Crider
Homer Glen	Crew Member	6/17	Niral	Patel
Irving Park	Crew Member	6/4	Eduardo	Ortiz
Lawrence	Crew Member	6/2	JOSHUA	FRENCH
Madison Store	Shift Leader	6/4	Jermaine	Williams
Woodridge	Crew Member	6/28	Kellie	Strakalaitis
Western	Crew Member	6/19	Kaniah	Coleman
Central	Crew Member	6/23	JULIA	INFANTE
Division	Shift Leader	6/5	FRIZELLA	APPLING
Division	Shift Leader	6/3	Patricia	Davis
Division	Shift Leader	6/18	Valerie	Barksdale
Cicero	General Manager	6/25	DIANA	LAZQUANO
Cicero	Shift Leader	6/24	Sonia	FuncK
Cicero	Crew Member	6/16	maria	diaz



Happy Birthday



July

Store	Position	Date of Birth	First Name	Last Name
Wrigley	Crew Member	7/22	Areli	mendoza
Wrigley	Shift Leader	7/7	Ketaurah	James
Montrose	Shift Leader	7/8	daphne	mcelroy
Indy	Crew Member	7/5	RASHAI	MARTIN
Indy	Crew Member	7/11	JANIE	RODRIGUEZ
Indy	Crew Member	7/30	Marti	Murillo
McCook	Crew Member	7/17	Vanessa	Wolfe
Grand	Crew Member	7/23	NANCY	CASTRO
Menard	Crew Member	7/23	Montserrat	Sanchez
Menard	Crew Member	7/30	Janet	Montalvo
Pershing	Crew Member	7/31	Jacqueline	Fitzgerald
Manteno	Crew Member	7/7	Faith	Barkley
Manteno	Crew Member	7/30	Austin	ringo
Monee	Manager	7/25	SHAWN	DEPASQUALE
Monee	Shift Leader	7/19	tiffany	northern
Monee	Crew Member	7/12	DARIUS	BALLINGER
Monee	Crew Member	7/24	SHANNON	HAFER
Kankakee	Crew Member	7/21	Zowie	Trudeau
Ashland	General Manager	7/31	JACQUELINE	SIFUENTES
Ashland	Crew Member	7/13	AMIR HAMZA	AMIN
Madison Store	Crew Member	7/5	Shaquita	Taylor
Roselle	Shift Leader	7/15	RAJ	PATEL
Woodridge	Crew Member	7/8	Briana	Jones
Arlington	Crew Member	7/4	Kimberly	Hay

Arlington	Crew Member	7/9	Miesha	Smith
Arlington	Crew Member	7/9	Oliver	Harman
Western	Crew Member	7/13	Amollia	Godzal
Western	Crew Member	7/10	Tyrone	Stone
Schaumburg	Crew Member	7/15	JASMINE	PARKER HUFF
Schaumburg	Crew Member	7/10	Jessica	Riedl
Plainfield	Crew Member	7/23	Chris	Talbot
Plainfield	Crew Member	7/12	Amanda	Cabrera
Division	Shift Leader	7/6	Marquetta	Scott
Cicero	Shift Leader	7/27	YAZMIN	BIBIANO
Cicero	Crew Member	7/15	Cindy	Doroteo
Cicero	Crew Member	7/25	yasmin	gonzalez

Welcome Aboard to CLC

Store	First Name	Last Name	Original Hire Date	Position
Plainfield	Florentina	Dimb	5/1/2017	Crew Member
Indy	Adam	Colon	5/1/2017	Crew Member
Division	Ashley	Harris	5/3/2017	Shift Leader
Plainfield	Sandra	Gant	5/3/2017	Crew Member
Lawrence	Kyle	Webb-Garner	5/3/2017	Crew Member
Arlington	maria	aragon	5/5/2017	Crew Member
Cicero	fabiola	rodriguez	5/5/2017	Crew Member
Schaumburg	Kiwane	O'Neal	5/5/2017	Crew Member
Channahon	Jamol	Primous	5/5/2017	Shift Leader
Schaumburg	marcus	ross	5/6/2017	Crew Member
Schaumburg	edwin	zuniga	5/6/2017	Crew Member
Irving Park	Rishna	Chambers	5/8/2017	Crew Member
Western	Kaniah	Coleman	5/9/2017	Crew Member
Menard	Janet	Montalvo	5/9/2017	Crew Member
Pershing	Kathleen	Galvin	5/10/2017	Crew Member
Pershing	Dalton	Vonthaden	5/10/2017	Crew Member
Woodridge	Kristen	Strakalaitis	5/13/2017	Crew Member

Schaumburg	Jessica	Riedl	5/13/2017	Crew Member
Channahon	Sydney	Monroe	5/14/2017	Crew Member
Homer Glen	Ashley	Tymm	5/15/2017	Crew Member
Channahon	Josiah	Blan	5/15/2017	Crew Member
Arlington	Mark	Larock	5/15/2017	Crew Member
Indy	Kayla	Gonzalez	5/15/2017	Crew Member
Willow	Tiffany	Cooke	5/17/2017	Crew Member
Arlington	Lara	Escobar	5/19/2017	Crew Member
Arlington	Oliver	Harman	5/19/2017	Crew Member
Irving Park	Jocelyn	Ramos	5/19/2017	Crew Member
Woodridge	Abigail	Vaughn	5/20/2017	Crew Member
Ashland	BRANDON	DUARTE	5/20/2017	Crew Member
Ashland	OSCAR	GAVINA	5/20/2017	Crew Member
Channahon	Brianne	McKnight	5/21/2017	Crew Member
Schaumburg	bailey	Gates	5/21/2017	Crew Member
McCook	Tone	Gonzalez	5/22/2017	Crew Member
Schaumburg	ANGELA	LAWSON	5/22/2017	Crew Member
Ashland	Amairani	Ahedo	5/22/2017	Crew Member
Wrigley	Jasmine	Zarei	5/22/2017	Crew Member_WRGLY
Plainfield	Marissa	Gonzalez	5/23/2017	Shift Leader
Menard	Natalia	Lopez	5/23/2017	Crew Member
Irving Park	Ana	Mendoza	5/23/2017	Crew Member
Madison	Solomon	Bannister	5/24/2017	Crew Member
Woodridge	Anthony	Miser	5/26/2017	Crew Member
Kankakee	sheldon	absher	5/30/2017	Crew Member
Pershing	Carlos	Villalobos	6/1/2017	Crew Member
Pershing	Kayla	Granat	6/1/2017	Crew Member
Madison	Ed	Cooper	6/2/2017	Crew Member
Western	Tyrone	Stone	6/3/2017	Crew Member
Schaumburg	Myrna	Garcia	6/5/2017	Crew Member
Schaumburg	Jacqueline	Argueta	6/5/2017	Crew Member
Schaumburg	Natalie	Carioti	6/5/2017	Crew Member
Mt Prospect	Edward	Worden	6/5/2017	Crew Member
McCook	Vanessa	Wolfe	6/5/2017	Crew Member
Schaumburg	Ryan	McGee	6/5/2017	Crew Member

Irving Park	Huzair	Tirmizi	6/6/2017	Shift Leader
Monee	Jeremy	Horvath	6/7/2017	Crew Member
Schaumburg	Symphony	LaPage	6/8/2017	Crew Member
Schaumburg	Octavia	Miller	6/8/2017	Crew Member
Kankakee	Zowie	Trudeau	6/9/2017	Crew Member
Madison	Josephine	Hill	6/12/2017	Assistant Manager
Schaumburg	Michele	Rodriguez	6/12/2017	Shift Leader
Schaumburg	Renee	Cammarata	6/12/2017	Crew Member
Central	Yesenia	Hernandez	6/12/2017	Crew Member
Schaumburg	Stephan	Almisry	6/12/2017	Crew Member
Wrigley	JENNIFER	IMAN	6/12/2017	Shift Leader_WRGLY
Homer Glen	Niral	Patel	6/14/2017	Crew Member
Channahon	Kaylee	Airola	6/14/2017	Crew Member
Central	Jose	Medina	6/14/2017	Crew Member
Woodridge	Breandan	Rook	6/14/2017	Crew Member
Manteno	Dylan	Haskins	6/19/2017	Crew Member
Kankakee	Kira	Davis	6/19/2017	Crew Member
Central	Alisha	Taylor	6/20/2017	Crew Member
Montrose	Cameka	Carter	6/20/2017	Shift Leader
Manteno	Kyle	Gedenk	6/20/2017	Crew Member
Plainfield	Makenzie	Kral	6/20/2017	Crew Member
Madison	Arthur	Jones	6/20/2017	Crew Member
Central	Jacqueline	Torres	6/21/2017	Crew Member
Kankakee	Hailee	Hankins	6/21/2017	Crew Member
Irving Park	Heidi	Gelpi	6/21/2017	Crew Member
Grand	Alejandro	Salas	6/22/2017	Crew Member
Indy	Jasmine	Carrillo	6/22/2017	Crew Member
Channahon	Ashley	Collofello	6/22/2017	Crew Member