



## JULY MANAGER MEETING AGENDA

July 28th, 2015 12pm-130pm

1. WELCOME AND INTRODUCTIONS- 5 minutes
  - a. SIGN IN SHEET Handout
2. ROD'S UPDATES- MANAGER INITIATIVES: 10 minutes
  - a. CAM, CLM, CEMs Handout
  - b. Walkthrough Accountability
3. ROGER, KATHY AND MAI'S PRESENTATION: INTERACTIVE CUSTOMER SERVICE TRAINING -25 minutes
  - a. Customer Service Training Handout

QUICK BREAK 5 MINUTES

4. STEVEN'S PRESENTATION: HR UPDATES- 15 minutes
    - a. Bus Pass New Procedure Handout
    - b. Update on Amazing Attendance Race
    - c. August Safety Discussion Handout
    - d. Employee Referral Processes Handout
  5. KATHLEEN'S PRESENTATION: ADMIN UPDATES, AWARDS, CLOSING- 15minutes
    - a. Vacation-Sick Time Process Handout
    - b. New Hire Information Verification Process Handout
    - c. Employee Appreciation Party Handout
    - d. Bonus Achievement Awards Handout
    - e. Manager of the Month
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## CLM, CEM, & CAMs

**WHAT DO THEY MEAN TO YOU AND MISSION YOGURT?**

CLM	
<b>Definition:</b>	
<b>Example:</b>	
CEM	
<b>Definition:</b>	
<b>Example:</b>	
CAM	
<b>Definition:</b>	
<b>Example:</b>	

# Role Play Scenarios

## SCENARIO 1

Customer orders at a QSR employee does not give proper greeting. No eye contact, tired, lack of energy. How does the manager coach the employee on all of these issues?

## SCENARIO 2

The employee does an amazing job by following all expectations of the PVC. Role play: how does the manager positively reinforce?

## SCENARIO 3

Customer brings back a bad hamburger, it's cold, the meal came with fries, none were in the bag. How does the employee effectively communicate to present a positive outcome? Also please role play the manager's interaction with the customer and or employee?

## SCENARIO 4

Customer approaches a busy QSR and the line buster does an excellent job by taking the customers order. But the line buster does not direct the customer on what happens after the order is taken? The customer is lost and confused. Please role play what the line buster should have communicated to the customer.

## SCENARIO 5

The employee hits all 10 PVC points. Please role play the manager in this situation on how positive feedback and praise is given.



From now on the only way to get a bus pass or parking pass reimbursement will be to **text a picture of the receipt** along with the **name, badge number, and store location written on the front of the receipt to (720) 666-7967**. The receipt must show the **amount paid and date purchased** to receive reimbursement. We are hoping this will ease some of the problems we all have been having with collecting receipts, losing receipts, not knowing who they belong to, etc.

Also, we **only reimburse** as follows:

Receipt for **\$140** or more (i.e. full month) = **\$80.00 reimbursement**

Receipt for **\$139-\$60** (i.e. half month) = **\$40.00 reimbursement**

Receipt for anything less than **\$60.00** (i.e. weekly, daily, etc.) **will not receive any reimbursement**

Receipt for airport parking lot (\$36.00) = **Full \$36.00 reimbursement**

If you have any questions or concerns please don't hesitate to contact your HR Manager, **Steven Bennett** at ~~(303) 885-9800~~ or call the **office at (303) 252-7500**.

**303-725-2324**

We hope that this will be a smooth transition and we kindly thank you for your cooperation with this matter.

Please follow these instructions exactly:

1. Write your **first and last** name, your **badge number**, and **store location** on your receipt.
2. Using a cell phone, **take a picture and send this picture as a text to (720) 666-7967**, if you do not have a smart phone, please ask your manager for assistance.
3. In the text area, please type your first and last name and store location.
4. Send your text.
5. You will receive a text back confirming receipt and what pay date it will be reimbursed on.

#### **Special Notes:**

1. If you do not include your name, badge number, or store location on your receipt, it will be rejected.
2. If you turn in a duplicate receipt, it will be rejected.
3. We do check all of the receipts that we receive and if you turn in a duplicate receipt, disciplinary action will take place.





## ORANGE AIRPORT ID BADGES

It is the requirement for Orange badge holders to replace their Airport IDs. This is due to a regulatory requirement for the Airport to minimize the number of unrecovered badges and stay below the Transportation Security Administration (TSA) regulated percentage. TSA has given Airport Security 60 days to accomplish the revalidation effort for approximately 3,000 badge holders.

What does this mean for Mission Yogurt? If you have an employee that currently holds an Orange Airport ID badge, they will be required to visit the Airport Security office to return the badge currently in their possession and have a new one issued. This must be accomplished between the dates of Monday, July 27, 2015 and close of business hours Friday, September 25, 2015. Any Orange Airport ID badges not revalidated by close of business September 25th will be terminated. Mission should have all badges replaced by the deadline of **August 25<sup>th</sup>**.

This revalidation will be conducted at the A-Concourse badging office (above gate A-46) ONLY. Appointments are not required. While the technical process of revalidating the badge should only take a few minutes, there are a significant number of other companies attempting to revalidate within the 60 day window, so please ensure your employees come prepared by bringing the following:

- Their current Orange Airport ID badge
- A valid government issued photo ID (Driver's License, State ID, Passport etc...)
- Valid work authorization if not a US Citizen (I-94, Permanent Resident Card, etc...)
- A completed Fingerprinting and Badging Application signed by a valid Authorized Signatory

Badge holders will keep the same badge number and badge expiration date resulting from this revalidation effort.

For those individuals that are within their normal 30 day badge renewal window will be given the option to do one of the following:

- Conduct their normal annual renewal and any associated recurrent Criminal History Record Check (CHRC) and training video. These badge holders will not need to return until their next badge renewal.
- Conduct the badge revalidation without a recurrent CHRC or training. These badge holders will need to return for badge renewal and training before their badge expiration date.

Airport Security will work to provide reports upon our request that indicate badge holders that have not yet revalidated and are subject to termination after September 25, 2015.



# Mission Yogurt Employee Appreciation Day!

**At Elitch Gardens Theme & Water Park**

**Saturday August 22<sup>nd</sup> OR Sunday August 23<sup>rd</sup>**

*Ticket Includes Theme & Water Park from 10am-10pm*

**Location: Pikes Peak Pavilion**

**Saturday Aug 22: 4:00pm-8:00pm**

**Sunday Aug 23: 11:00am-3:00pm**

**Lunch: Meal Served from:**

**Saturday Aug 22: 4:00pm-6:00pm**

**Sunday Aug 23: 12:00pm-2:00pm**

## Sign up by August 5<sup>th</sup>

**PICK WHICH DAY YOU WOULD PREFER**

2 tickets are included, additional tickets will need to be requested

**NEW FOR 2015!**

# SLIDEZILLA

**All New 6 Story Hydro-Beast!**



Elitch Gardens



## BONUS ACHIEVEMENT RECAP Q2

FINAL STORE RANKER Q2 2015					
Store	Rank in Category	Percentage of Goal Achievement QTD	Total Bonuses Earned	Potential Bonuses	Overall Achievement Rank
Einsteins San Diego	1	57.89%	11	19	1
Columbo	2	52.63%	10	19	2
Etais	1	50.00%	16	32	3
Taco Bell	3	47.37%	9	19	4
Timberline	2	42.86%	15	35	5
KFC-PHX	4	36.84%	7	19	6
Que Bueno DIA	3	34.38%	11	32	7
Itza Wrap	4	34.38%	11	32	8
Root Down	5	28.13%	9	32	9
Sara Lee	5	26.32%	5	19	10
Einsteins C Concourse	6	26.32%	5	19	11
Einsteins Main	7	26.32%	5	19	12
Que Bueno Westminster	6	21.88%	7	32	13

STORE RANKER QUARTER OVER QUARTER COMPARISON					
STORE	Q1	Q2	Final Achievement Rank	Growth in QTR Achievement	Overall Growth Rank
Einsteins San Diego	36.84%	57.89%	1	21.05%	1
Colombo	31.58%	52.63%	2	21.05%	1
Taco Bell	26.32%	47.37%	4	21.05%	1
Einsteins Concourse C	5.26%	26.32%	11	21.05%	1
Timberline	22.86%	42.86%	5	20.00%	5
Etais	31.25%	50.00%	3	18.75%	6
KFC-PHX	21.05%	36.84%	6	15.79%	7
Que Bueno Westminster	9.38%	21.88%	13	12.50%	8
Itza Wrap	25.00%	34.38%	8	9.28%	9
Que Bueno DIA	28.13%	34.38%	7	6.25%	10
Einsteins Main	21.05%	26.32%	12	5.27%	11
Root Down	31.25%	28.13%	9	-3.12%	12
Sara Lee	47.37%	26.32%	10	-21.05%	13