



## FEBRUARY MANAGER MEETING AGENDA February 23rd, 2016 12pm-1:30pm

1. WELCOME AND INTRODUCTIONS: 5 minutes
  - a. SIGN IN SHEET
2. ROD'S UPDATES: 10 minutes
3. EMPLOYEE BENEFITS AND UPDATES: 15 minutes Steven
  - a. Internal Job Promotion Procedures/Job Postings- Handout
  - b. Mission Cares Updates- Handout
4. BONUS UPDATE: 5 minutes Zsolt
  - a. Sales Goals Updates- Handout
  - b. Bonus Updates- Handout
5. EMPLOYEE MEAL POLICIES PROCEDURES: 5 Minutes Zsolt/Roger
  - a. Meal Vouchers for Employees

### QUICK BREAK 5 MINUTES

6. CUSTOMER SERVICE: 20 minutes Kathy, Roger, Mai
  - a. Interacting with Customers- Handout
7. INTER COMPANY TRANSFERS: 5 minutes Roger
  - a. Transferring
8. TERMED EMPLOYEES & BADGES: 5 minutes Kathy
  - a. Final Paycheck Procedure
9. MAINTENANCE PROCEDURE: 5 minutes Roger
  - a. How to request a work order- Handout
10. AWARDS, CLOSING: 10 minutes Kathleen/Rod
  - a. Roles and Responsibilities- Handout
  - b. Team Member of the Month Voting- Handout
  - c. March Calendar- Handout
  - d. Manager of the Month
  - e. Inspirational Story



## CURRENT EMPLOYMENT OPPORTUNITES

### Mission Yogurt is Growing! Grow with it!

Are you ready to grow? At Mission Yogurt, we believe that it is not a Job, not a career, it is a Mission! Since you are part of the Mission, how about we start your next growth spurt? Begin by speaking to your Manager. You can also contact Human Resources by emailing [HR@missionyogurt.com](mailto:HR@missionyogurt.com)

### March Postings

**Restaurant Porter-** A Kitchen porter works to maintain the levels of perishable inventories. Stocking the line for success. OPENED 2/1

**Quick Service Supervisor within Taco Bell, KFC, and Einstein Bros. Main -** Quick Service Supervisors are responsible for ensuring that the daily operations of a restaurant run smoothly. They will be the first point of contact in role modeling the Mission Yogurt Culture. As a Supervisor they will ensure that all Team Members understand the process of multiple tasks in the Store. OPENED 12/1

**Mid-Service Supervisor within Etoi's -** Quick Service Supervisors are responsible for ensuring that the daily operations of a restaurant run smoothly. They will be the first point of contact in role modeling the Mission Yogurt Culture. As a Supervisor they will ensure that all Team Members understand the process of multiple tasks in the Store. OPENED 2/1

**Assistant Manager within Einstein Bros. -** Quick Service Assistant Managers are responsible for ensuring that the daily operations of a restaurant run smoothly. They will supervise employees, inventory food for the restaurant, and handle major challenges and minor tasks. Assistant Managers are most importantly responsible for ensuring the happiness of customers and making sure that customers are satisfied with their experiences at the restaurant. OPENED 2/15

**Quick-Service Restaurant Manager -** The Quick Service Manager will run the day-to-day operations in one of Mission Yogurt's Quick Serve restaurants. This includes overseeing personnel, ensuring that the facilities are properly maintained, taking steps to ensure customer satisfaction and overseeing the upkeep of Quick Serve Managers administrative and financial records. This includes the planning and direction all front of house hourly staff, Supervisors, and Assistant Managers in all forms of Mission Yogurt's philosophy of Customer Centered and Service Centric customer service. OPENED 2/15

**Full-Service Restaurant Manager within Root Down, and Timberline -** The Front of the House Manager will run the day-to-day operations in one of Mission Yogurt's fine dining restaurants. This includes overseeing personnel, ensuring that the facilities are properly maintained, taking steps to ensure customer satisfaction and overseeing the upkeep of FOH administrative and financial records. OPENED 9/1

**Kitchen Manager within Root Down, Timberline -** The Kitchen Manager will plan and direct all kitchen functions, including but not limited to food purchasing, receiving, preparation and maintenance of quality standards, safety, sanitation and cleanliness. The KM is responsible for the training and recruitment of employees as well as purchasing, receiving, preparation and maintenance of quality standards, safety, sanitation and cleanliness. OPENED 11/1

There are plenty more positions posted under the CAREERS tab on the [www.MissionYogurt.net](http://www.MissionYogurt.net) website. Submit your resume to [HR@missionyogurt.com](mailto:HR@missionyogurt.com) with the job your applying for the email body. There will be a lot of new posting coming soon!!



## **Mission Cares**

### **Join the Mission!**

Mission Cares is a group within Mission Yogurt Inc. who are dedicated to enhancing the well-being of fellow employees and our communities by bringing support in times of need. Mission Cares is dedicated and driven to being a support mechanism for fellow Team Members in practicing employee engagement and integration of team-spirit and support when times of crisis arise.

#### **How it works**

The fund is completely grown through Team Member's contributions. When a crisis arises, any Team Member, regardless of whether they contribute to the fund, would be able to request funds for issues related to a documented crisis. It's like "passing the hat" to collect for anything needed during, or after the time of need. Medical assistance, clothing, food, and bereavement are some examples. The fund, since it is sponsored by the Team, is completely transparent, and quarterly statements will be disclosed. Individual requests for fund liquidity will also be available upon request.

#### **Guidelines**

Our hope is to offer a service to the Mission Yogurt Inc. communities with support for years to come. In order to do so, our sustainability is critical. Thus, we do have guidelines in place to help us reach our goal of supporting members of the Mission Yogurt family with dignity.

There is no suggested donation, as the amount you give each paycheck reflects the amount we can cover in case of needs that arise in the future. We ask that those who are able to contribute any amount do so.

For Team Members who cannot give a pre-scheduled donation amount or donate their fair share, we ask that you consider scheduling a donated amount in the future.

The funds collected will be available to any Mission Yogurt Team Member regardless of their ability to contribute.

All Mission Cares program documentation, other than the contributing amounts, will be completely transparent and quarterly statements will be disclosed. Individual requests for fund liquidity are available upon request.



**Acknowledgement of Enrollment in  
Mission Cares Voluntary  
Payroll Deduction Program**

I have been given the Mission Yogurt Inc. Mission Cares (MY Cares) directives and program information. I understand that I have volunteered to help the Mission Cares employee assistance program.

The amount donated per paycheck is chosen completely by each Team Member whom decides to join Mission Cares team. The amount chosen will be deducted each payroll cycle. Each donated dollar will be used 100% in the assistance of a Team Member during times of crisis.

Team Members have a right to know how MY Cares funds are maintained and distributed. All documents, policies, and distribution policies are available for review on MissionYogurt.net under the employee tab. MY Cares volunteers work to vet each request for need to ensure all criteria are met, and continue working closely together throughout the granting cycle with continual monitoring, and reporting.

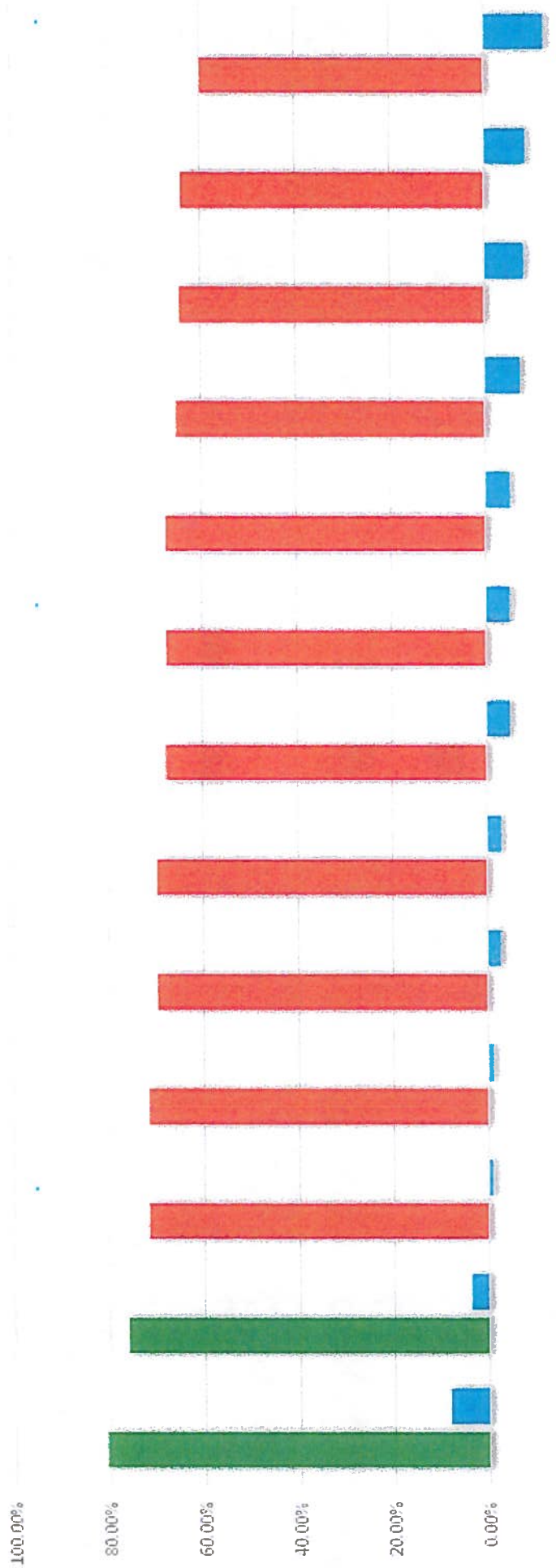
Yes! I would like \$\_\_\_\_\_ to be deducted from each paycheck to go to this fund. I understand that I may cancel this deduction at any time.

FULL NAME PRINTED: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

STORE: \_\_\_\_\_

## February 21 - 72.41%

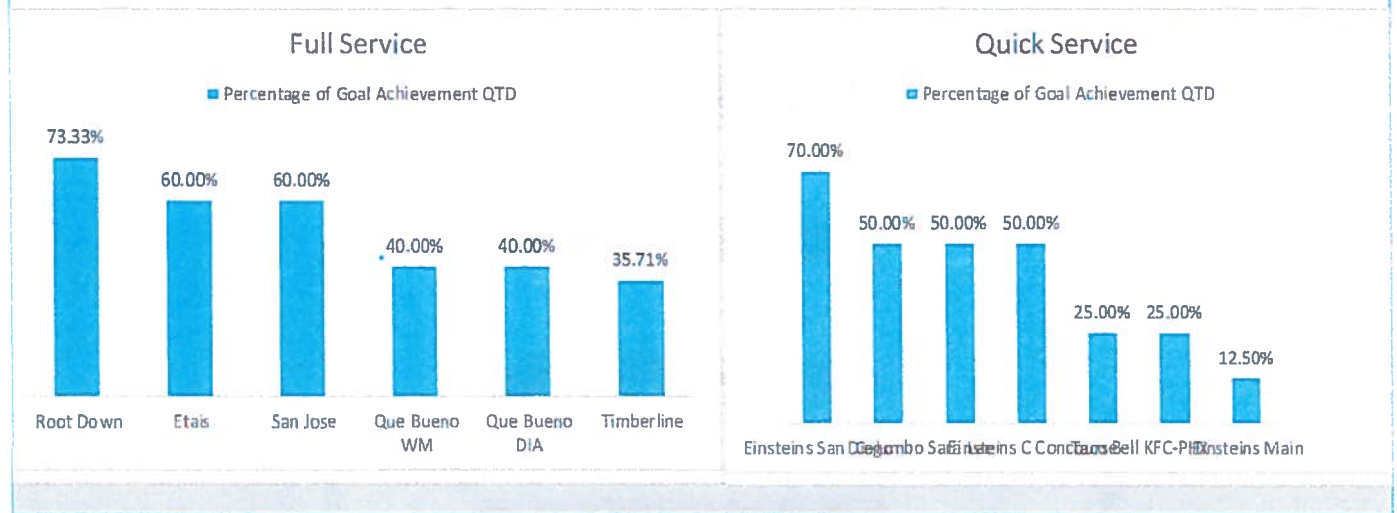


Series	Value	Over/Under
ETAS	80.58%	8.17%
QB WEST	76.05%	3.64%
ROOT DOWN	71.60%	-0.81%
TIMBERLINE	71.46%	-0.95%
SANDIEGO	69.66%	-2.75%
EINSTEINS C	69.63%	-2.78%
NFC-PHX	67.52%	-4.89%
COLOMBO	67.43%	-4.93%
EINSTEINS MIAMI	67.40%	-5.01%
TACO BELL	65.02%	-7.39%
SAN JOSE	64.25%	-8.16%
QB DIA	63.87%	-8.54%
SAPA LEE	59.84%	-12.57%

Quick Service	Percentage of Goal Achievement QTD	Total Bonuses Earned to Date	Potential Bonuses to Date
Einsteins San Diego	70.00%	7	10
Columbo	50.00%	4	8
Sara Lee	50.00%	4	8
Einsteins C Concourse	50.00%	4	8
Taco Bell	25.00%	2	8
KFC-PHX	25.00%	2	8
Einsteins Main	12.50%	1	8

Full Service Store	Percentage of Goal Achievement QTD	Total Bonuses Earned to Date	Potential Bonuses to Date
Root Down	73.33%	11	15
Etais	60.00%	9	15
San Jose	60.00%	9	15
Que Bueno WM	40.00%	6	15
Que Bueno DIA	40.00%	6	15
Timberline	35.71%	5	14



Bevinco				Labor				OT				Net Sales			
Store	Achiev	Availat	%	Store	Achiev	Availat	%	Store	Achiev	Availat	%	Store	Achiev	Availat	%
ROOT DOWN	6	7	85.7%	SAN DIEGO	0	2	0.0%	SAN JOSE	2	2	100.0%	ROOT DOWN	1	1	100.0%
TIMBERLINE	4	6	66.7%	KFC-PHX	0	2	0.0%	SARA LEE	2	2	100.0%	ETAIS	1	1	100.0%
SAN JOSE	4	7	57.1%	TIMBERLINE	0	2	0.0%	ETAIS	2	2	100.0%	SAN DIEGO	1	1	100.0%
ETAIS	4	7	57.1%	EINSTEINS MAIN	0	2	0.0%	ROOT DOWN	2	2	100.0%	SAN JOSE	0	1	0.0%
QB - WM	3	7	42.9%	ETAIS	0	2	0.0%	QB - WM	2	2	100.0%	EINSTEINS MAI	0	1	0.0%
QB - DIA	3	7	42.9%	TACO BELL	0	2	0.0%	EINSTEINS C	2	2	100.0%	COLOMBO	0	1	0.0%
				COLOMBO	0	2	0.0%	SAN DIEGO	2	2	100.0%	SARA LEE	0	1	0.0%
				EINSTEINS C	0	2	0.0%	QB - DIA	2	2	100.0%	TACO BELL	0	1	0.0%
				QB - DIA	0	2	0.0%	COLOMBO	1	2	50.0%	TIMBERLINE	0	1	0.0%
				QB - WM	0	2	0.0%	TIMBERLINE	0	2	0.0%	EINSTEINS C	0	1	0.0%
				ROOT DOWN	0	2	0.0%	TACO BELL	0	2	0.0%	KFC-PHX	0	1	0.0%
				SAN JOSE	0	2	0.0%	KFC-PHX	0	2	0.0%	QB - WM	0	1	0.0%
				SARA LEE	0	2	0.0%	EINSTEINS MAI	0	2	0.0%	QB - DIA	0	1	0.0%

Customer Services				Turnover				New Hire Packets				New Hire Verifications			
Store	Achiev	Availat	%	Store	Achiev	Availat	%	Store	Achiev	Availat	%	Store	Achiev	Availat	%
SAN DIEGO	0	0	#DIV/0!	COLOMBO	1	1	100.0%	COLOMBO	1	1	100.0%	COLOMBO	1	1	100.0%
COLOMBO	0	0	#DIV/0!	KFC-PHX	1	1	100.0%	SAN DIEGO	1	1	100.0%	SARA LEE	1	1	100.0%
SARA LEE	0	0	#DIV/0!	QB - DIA	1	1	100.0%	TACO BELL	1	1	100.0%	ETAIS	0	1	0.0%
TIMBERLINE	0	0	#DIV/0!	QB - WM	1	1	100.0%	EINSTEINS C	1	1	100.0%	QB - DIA	0	1	0.0%
TACO BELL	0	0	#DIV/0!	TACO BELL	1	1	100.0%	EINSTEINS MAI	1	1	100.0%	SAN DIEGO	0	1	0.0%
ROOT DOWN	0	0	#DIV/0!	ETAIS	1	1	100.0%	ETAIS	1	1	100.0%	ROOT DOWN	0	1	0.0%
EINSTEINS	0	0	#DIV/0!	EINSTEINS C	1	1	100.0%	KFC-PHX	1	1	100.0%	TACO BELL	0	1	0.0%
QB - WM	0	0	#DIV/0!	ROOT DOWN	1	1	100.0%	QB - WM	1	1	100.0%	EINSTEINS C	0	1	0.0%
EINSTEINS	0	0	#DIV/0!	SAN JOSE	1	1	100.0%	ROOT DOWN	1	1	100.0%	EINSTEINS MAI	0	1	0.0%
KFC-PHX	0	0	#DIV/0!	SARA LEE	1	1	100.0%	SAN JOSE	1	1	100.0%	KFC-PHX	0	1	0.0%
ETAIS	0	0	#DIV/0!	TIMBERLINE	1	1	100.0%	SARA LEE	1	1	100.0%	QB - WM	0	1	0.0%
QB - DIA	0	0	#DIV/0!	EINSTEINS MAIN	0	1	0.0%	QB - DIA	0	1	0.0%	SAN JOSE	0	1	0.0%
San Jose	0	0	#DIV/0!	SAN DIEGO	0	1	0.0%	TIMBERLINE	0	1	0.0%	TIMBERLINE	0	1	0.0%



## **OF CUSTOMER SERVICE**

**Service as simple as ABC: 26 Tips for working better with customers**

- A - Arrive on time, prepared and with a smile
- B - Believe in the company and the products we are selling
- C - Choose an attitude of service. Customers should feel that you enjoy your job
- D - Dress appropriately for the work that you do
- E - Empathize with customers and show them that you understand
- F - Find answers if you don't have them
- G - Give customers outstanding service, even when they are not buying from you
- H - Help coworkers when in need
- I - Initiate contact with customers, don't wait to be approached
- J - Justify your reasoning and offer alternatives, don't just say no.
- K - Know as much as you can about the products we carry
- L - Leave your personal problems at the door
- M - Mind your manners, say please and thank you often
- N - Never say, "That's not my job"
- O - Own problems, don't pass the buck
- P - Prioritize what's important. Customers come before inventory, paperwork, etc.
- Q - Question policies and procedures that hinder your ability to give good service
- R - Respond quickly and efficiently to customer requests
- S - Speak clearly and professionally; save slang for your off time
- T - Treat people fairly, apply policies and manage consistently
- U - Use body language that says I'm here and ready to help
- V - Verify that customers are satisfied and that you have answered all of their questions
- W - Walk customers through process' to reduce confusion
- X - X-out complaining, personal conversations and other behaviors that reduce your ability to remain positive and engaged
- Y - Yell and yell back at no one while at work. Keep your conversations professional at all times, even if you are being attacked.
- Z - Zero in on how you can help by listening more and talking less

# NEW MAINTENANCE PROCEDURES

## Lighting

All store managers will be responsible for changing their own light bulbs. Light bulb inventory will be located on concourse C storage. Please make sure to sign out light bulbs so that we can maintain proper inventory. If you need instruction on changing light bulbs, please contact Roger.

## Non-Emergency Maintenance Requests

Non-emergency repairs include: general repairs, paint, tile, anything that does not keep you from your daily operation

- Submit VIA email to [roger@missionyogurt.com](mailto:roger@missionyogurt.com)
- Subject line: Maintenance Request – Etai's
- In the body of the email:
  - Contact name & number
  - Location of problem
  - Description of problem
- All requests will be prioritized among Paul, Eco-Lab, Murphey Mechanical & Hawkins

## Emergency Repairs






Emergency repairs include items such as: electrical outage, water leak/flood, main service equipment outage keeping you from serving customers

- Contact Opps manager
- Contact appropriate vendor(s)
- Send follow up email to [roger@missionyogurt.com](mailto:roger@missionyogurt.com) including:
  - Location
  - Vendor contacted
  - Services performed
  - Any follow up needed





# March

Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.
6 Frank Hadfield 	7 Pay Date P9	8	9	10 Maria Simich Alex Peters Deanna Green 	11	12
13 MMMMD National Potato Chips Day	14 Pay Date P11	15 Monarath Sangraula 	16 LYS Tasting- Iowa Cody Bourbon PVC Classes	17 St. Patrick's Day PVC Classes	18	19
20	21	22	23 Roger Kerns 	24 Gregg Harper 	25	26
27	28	29	30 LYS Tasting- TBD	31	1	2



## MISSION COMPANY EMAILS AND CONTACTS

### [INFO@MISSIONYOGURT.COM](mailto:INFO@MISSIONYOGURT.COM)

General Inquiries for both Team Members or Guests. Emails sent to this account will then be forwarded to the proper contact.

### [COMMENTS@MISSIONYOGURT.COM](mailto:COMMENTS@MISSIONYOGURT.COM)

Guest Feedback

### [PAYROLL@MISSIONYOGURT.COM](mailto:PAYROLL@MISSIONYOGURT.COM)

Anything Payroll Related should be sent to this account only, it will automatically be sent to the correct person.

#### MAIN EXAMPLES INCLUDE:

1. BI-WEEKLY PAYROLL
2. NEW HIRES
3. TERMINATIONS
4. QUESTIONS/DISCREPRANCIES (Please use form on website)
5. GARNISHMENTS
6. REFERRALS/BUS PASS-PARKING REIMBURSEMENT QUESTIONS
7. APPROVED AND SIGNED ONLY: PAID TIME OFF REQUESTS

### [HR@MISSIONYOGURT.COM](mailto:HR@MISSIONYOGURT.COM)

Anything HR Related should be sent to this account only, it will automatically be sent to the correct person.

#### MAIN EXAMPLES INCLUDE:

1. ANNUAL AND 90 DAY REVIEWS
2. PAYRATE CHANGE FORMS
3. TRANSFER FORMS
4. POSITION CHANGE/OBSERVATION FORMS
5. EMPLOYMENT VERIFICATIONS
6. WRITTEN WARNINGS/DISCIPLINARY ACTION DOCUMENTATION
7. REQUESTS-NOTIFICATION FOR NON-VOLUNTARY TERMINATION
8. INTERNAL RESUMES AND APPLICATIONS
9. TEAM MEMBER-MANAGER QUESTIONS- CONCERNS

### [CAREERS@MISSIONYOGURT.COM](mailto:CAREERS@MISSIONYOGURT.COM)

Job Opening Inquiries, Resumes, Applications

### [INVOICES@MISSIONYOGURT.COM](mailto:INVOICES@MISSIONYOGURT.COM)

Catering Invoices

### [SUPPLIES@MISSIONYOGURT.COM](mailto:SUPPLIES@MISSIONYOGURT.COM)

Office Supplies Only. Maintenance or Restaurant Supply requests need to be sent to your Operations Manager Directly.

#### PARKING-BUS PASS TEXT IN NUMBER:

720-666-7967

#### WESTMINSTER OFFICE NUMBER:

303-252-7500

#### WESTMINSTER OFFICE FAX NUMBER:

303-252-7507



## MISSION YOGURT ROLES AND RESPONSIBILITIES

**Rod Tafoya** | *President/Owner* | [diarod@aol.com](mailto:diarod@aol.com) | 720-346-8926

- Operational Issues and Management
- Airport Related Contact
- Licensee and Franchise Related Contact

**Reyes Tafoya** | *Owner/Corporate Treasurer* | [reyes.tafoya@missionyogurt.com](mailto:reyes.tafoya@missionyogurt.com) | 303-944-5846

- Accounts Payable

**Mark Schafer** | *Director of Operations* | [mark.a@missionyogurt.com](mailto:mark.a@missionyogurt.com) | 303-944-5845

- Large Asset-Equipment Purchasing-Issues,
- Menu Updates-Inquiries,
- Sales Tax, Sales Reporting
- New Vendor Requests-Credit Apps

**Kathleen Schafer** | *Director of Business Development* | [kathleen@missionyogurt.com](mailto:kathleen@missionyogurt.com) | 720-939-1159

- Organizational/Infrastructure Planning
- Executive Management (HR, Payroll, Technology, Marketing-Graphics)
- New Business Development

### OPERATIONS

**Mai Chhor** | *Senior Operations Manager* | [mae@missionyogurt.com](mailto:mae@missionyogurt.com) | 303-944-6960

**Einsteins, Taco Bell, KFC-Pizza Hut, Sara Lee, and Colombo**

- Operational Issues and Management, Customer Service Management, Manager Supervision

**Kathy Gountanis** | *Operations Manager* | [kathy@missionyogurt.com](mailto:kathy@missionyogurt.com) | 720-227-3064

**Root Down and Que Bueno DIA**

- Operational Issues and Management, Customer Service Management, Manager Supervision

**Roger Kerns** | *Operations Manager* | [roger@missionyogurt.com](mailto:roger@missionyogurt.com) | 720-470-6507

**Timberline and Etais**

- Operational Issues and Management, Customer Service Management, Manager Supervision

**HR** | [HR@missionyogurt.com](mailto:HR@missionyogurt.com) | 303-252-7500

**Steven Bennett** | *Human Resources Manager* | [steven@missionyogurt.com](mailto:steven@missionyogurt.com) | 303-725-2326

- Recruiting and Hiring
- Internal Training-Development-Promotions
- Team Member and Manager Concerns and Issues (performance, HR compliance)
- Non-Voluntary Terminations

**Maria Boucher** | [maria@missionyogurt.com](mailto:maria@missionyogurt.com) | 303-252-7500

- Insurance and Benefits Administration
- Annual and 90 Day Review Management
- Observation-Position-Payrate Changes

### TECHNOLOGY-BUSINESS ANALYSIS

**Zsolt Baranyai** | *Business Analysis Manager* | [zsolt@missionyogurt.com](mailto:zsolt@missionyogurt.com) | 303-944-6005

- Technology Related Issues, Internet, POS
- Minor Asset Equipment Purchasing-Issues
- Sales and Bonus Performance Measurement and Reporting

**Jacob Keller** | [jacob.keller@missionyogurt.com](mailto:jacob.keller@missionyogurt.com) |

- COGS, Food Costing and Vendor Management



## MISSION YOGURT ROLES AND RESPONSIBILITIES CONTINUED

**PAYROLL** | [payroll@missionyogurt.com](mailto:payroll@missionyogurt.com) | 303-252-7500

**Gina Eroen**

- Taco Bell, KFC-PHX, Que Bueno DIA, Sara Lee, Etais, Haagen Dazs-PHX, San Jose, Que Bueno Westminster

**Natalie Webb**

- Timberline, Root Down, Einstein Main, Einstein C Concourse, San Diego

**MARKETING-GRAPHICS** | [graphics@missionyogurt.com](mailto:graphics@missionyogurt.com) | 303-252-7500

Internal-External Website, Social Media, Graphics and Marketing Design and Development

**Brooke Milbern** | [brooke@missionyogurt.com](mailto:brooke@missionyogurt.com) | 720-220-1988

- Graphics and Marketing Project Management and Development

**Caitlin Sweeney**- Internal-External Website, Social Media, Marketing, and Graphic Design

**Dani Bennett**- Graphic Design, Marketing