



MAY MANAGER MEETING AGENDA May 24th, 2016 12pm-1:30pm

1. WELCOME AND INTRODUCTIONS: 5 minutes
 - a. SIGN IN SHEET
2. ROD'S UPDATES: 10 minutes
3. HOURLY TEAM MEMBER LEAVE & VACATION POLICIES: 10 minutes Steven
 - a. Hourly leave- Handout
4. ECO PASS/OPEN ENROLLMENT: 5 minutes Maria
 - a. New Guidelines for bus pass- Handout
 - b. Open Enrollment Dates-Handout
5. CUSTOMER SERVICE: 10 minutes Kathy, Mai, Roger
 - a. 1 Minute Manager- Handout
 - b. Leadership Pickles- Handout
6. EMPLOYEE OF THE MONTH VOTING: 5 minutes Brooke
 - a. Team Member of the Month Voting- Handout

QUICK BREAK 5 MINUTES

7. SALES GOAL & PVC: 10 minutes Kathleen
8. FOOD COST UPDATES: 5 minutes Jacob
 - a. Food Costing Analogy- Handout
9. BONUS UPDATE: 5 Minutes Zsolt
 - a. Winners of Q1- Handout
10. CLEANLINESS: 10 minutes Roger, Kathy, Mai
 - a. Slideshow
11. #MissionMakesADifference: 5 minutes Kathleen
 - a. \$1 Every Lunch Burrito Sold goes to Clinica Tepeyac in June

12. AWARDS, CLOSING: 10 minutes Kathleen/Rod

a. June Calendar- Handout

b. Manager of the Month

c. Inspirational Story



Mission Yogurt Inc.

Request for Leave of Absence

TEAM MEMBER INFORMATION

Team Member Name: _____ Contact Number: _____

Date of Request: _____ Home Store: _____

Direct Supervisor: _____

Dates of Absence

From: _____ To: _____ Total number of time requesting to be absent: _____ *

Manager has explained to the Team Member that they will be contacted by HR, and acknowledges the personal responsibility for health insurance premiums owed during absence: _____ **

*Requests for absences, must be submitted 30 days prior to the first day of absence. All requests are dependent upon the approval of an Operations Manager and HR. Any absence request lasting more than nine days must be submitted to HR in advance for per-approval. *Team Member's with approved leave lasting more than 30 days must submit status updates to HR of possible change to return date. ** Contact HR for benefits questions.*

Reason for Leave Request

Give full details of leave request:

Manager / Operations Manager Approval

_____	Approved	Denied	_____
Direct Manager Signature			Date
_____	Approved	Denied	_____
Operations Manager Signature			Date
_____	Approved	Denied	_____
Human Resources Signature			Date

HR Use Only

HR received leave request: **FMLA Covered** (*protected*) **Non - FMLA**

HR verified benefits of Time Member: Team Member contacted for benefits collection:

Payroll date placed on leave:

HR monthly verification of Leave: Payroll

Team Member off Leave: Termination Date:



Hourly Team Member

Leave Requests

Any time requested by Team member totaling more than nine days (consecutively, or within 30 days) would fall under a “Leave of Absence”

The policy of Mission Yogurt is to consider a Team Member’s request for a medical or personal leave of absence (where the leave may or may not qualify for protection under the Family Medical Leave Act (FMLA) in accordance with mission’s ongoing policy guidelines.

Mission Yogurt, at this time, does not offer paid, short term/long term benefits.

All leave is considered as “un-paid leave” unless Mission’s Time Off policy runs concurrently. Mission Leave policy, and Time off Policy are independent.

NON-Protected

Mission recognizes that a Team Member may have a need to be excused from work in order to attend to personal situations beyond their control. Under Mission’s Leave policy, some types of excused time away from work MAY be approved by granting a leave of absence.

These types of leave include:

- victims of domestic violence, or criminal acts
- Family emergencies including death of an extended family member
- family members of military service members
- OR, if the team member must return to their home countries due to any of the above

All spans of time, where the Team Member will be away from work beyond nine days, must be first approved by an Operations Manager, then submitted to HR before any leave can be granted.

- This is done by completing a Leave of Absence Request form, downloaded from the Mission website.
 - Destroy all previous paper copies

It is against the Mission policy for Managers within stores to promise, or grant time away from work beyond nine days.

For any other reason the Team Member must not report to work, a separation of the Team Member must occur. The Team Member is welcome to re-apply at the end of their time away.

Protected

The government’s Family Medical Leave Act (FMLA) entitles eligible employees to take job-protected leave for specified family and medical reasons.



There are very specific guidelines for protected leave.

If unsure about whether a leave would be protected, submit the request form without indication the type of leave.

HR will determine whether the leave qualifies.

- Contact HR for guidelines and rules

All requests must be first approved by an Operations Manager, then submitted to HR before any leave can be granted.

- This is done by completing a Leave of Absence Request form, downloaded from the Mission website.
 - Destroy all previous paper copies

It is against the Mission policy for Managers within stores to promise, or grant time away from work beyond nine days.

The FMLA documents will come directly from HR to be given to the Team Member

If the Team Member's request does not qualify under the government's definition of job protected leave, the request will be denied.

A letter from HR will be forwarded to the Manager and Team Member. If the Team Member chooses to continue with the time span, a separation of the Team Member must occur. The Team Member is welcome to re-apply at the end of their time away.

Tracking

Notify HR via email any and all updates on the time span and scheduling of the Team Member.

It is the Manager's responsibility to update Payroll and HR about the following:

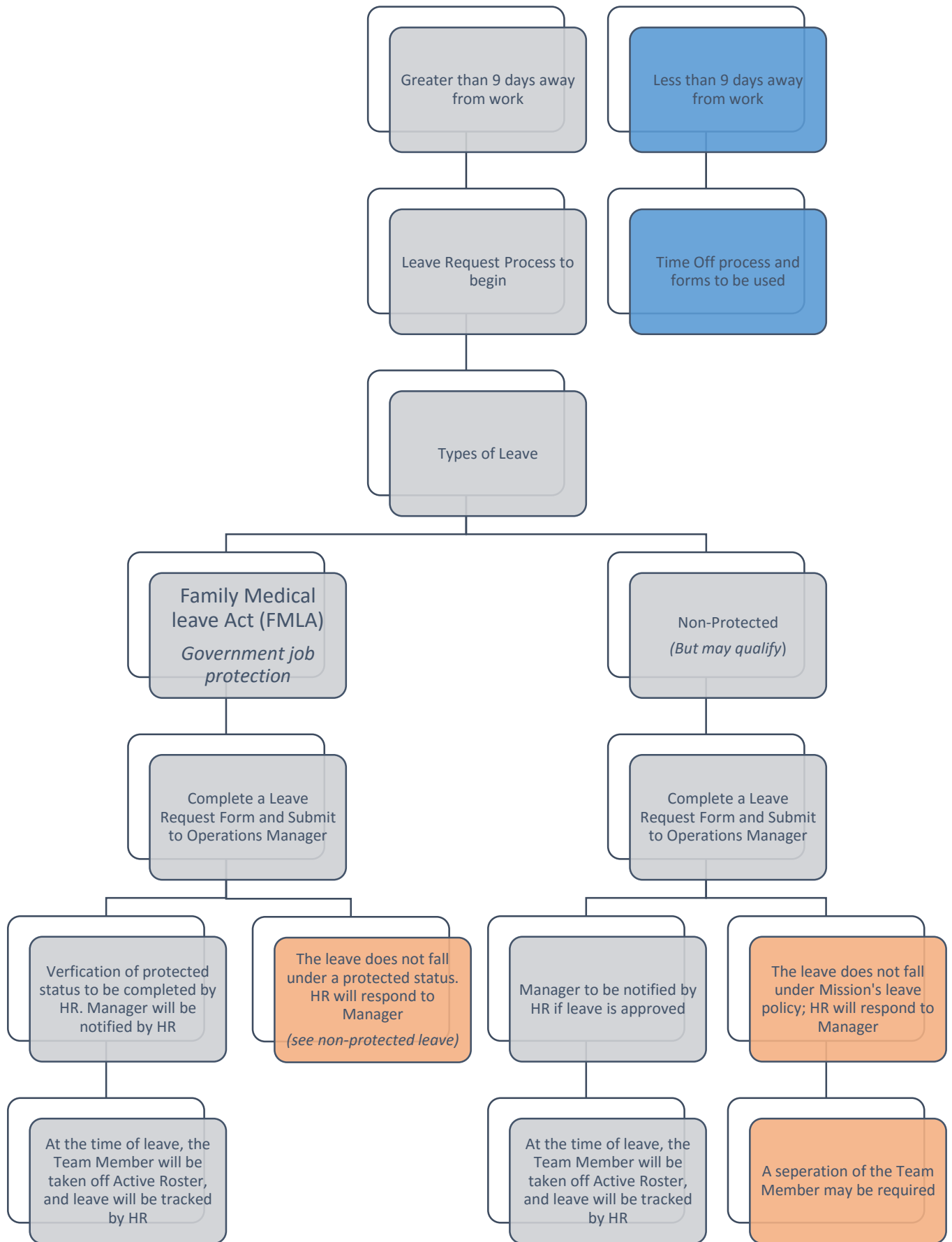
- Time the leave starts
- Changes to time away
- Updates from the Team Member
- Return

The Return Date cannot be open ended. A solid return date must be on the request form for the leave to be approved.

A contact number for the Team Member must be provided on the leave form.

Any changes to the return date must be communicated to HR.

If the Team Member does not return on the noted date, the separation process will begin.





ECO PASS PROCEDURES

NEW HIRE

- ✚ Transit Benefit form received in New Hire paper work
- ✚ Must be hired as full time
- ✚ It is important to explain to the new Team Member to retain the 30 plus hours to qualify for the Transit Benefit
- ✚ Eco Passes will be affixed to the Team Member's first pay statement

EXISTING TEAM MEMBER

- ✚ Manager to email HR with request for transit benefit at HR@missionyogurt.com
- ✚ HR and Payroll departments will verify hours to ensure a 30-hour minimum for more than, and a minimum, of two pay cycles
 - If the audit of hours shows inconsistent full-time hours, HR will respond to the Manager with an action plan, or denial
- ✚ All existing Team Members requests are processed mid-month, to be granted or denied by the end of each month
 - This process is to change a possible parking pass over to an Eco pass
 - Alert Team Members that Eco Passes will be granted at the first of each month
- ✚ Eco Passes will be affixed to the Team Member's pay statement

TERMINATED TEAM MEMBERS

- ✚ All Team Member's termination forms must be turned into HR within 48 hours
- ✚ The Eco pass is collected under the same policy as badges

Any questions call 303-252-7500 or email HR@missionyogurt.com



OPEN | ENROLLMENT
2016

OPEN ENROLLMENT started Saturday with a bang.

We were in the mezzanine and with your help saw *89 team members*.

Yesterday only *17 team members* trickled in to see us.

116 Total

We still need to see about *300 employees*, so please start sending them down.

We are located on the West side 5th floor in the Work Force Center.

We will be there tomorrow, Thursday and Friday from 8:30am-4:00pm.

We set the hours to make it possible to see all employees no matter their insurance status.

Total number sent by store:

- 21 – Einstein C
- 29 – Root Down
- 14 – Etais
- 1 – KFC
- 39 – Timberline
- 1 -Einstein Main
- 0 – Columbo
- 6 – Que Bueno DIA
- 3 – Taco Bell
- 2 – Sara Lee

******It is required that all team members show up including managers.***

ONE MINUTE MANAGER

WHAT KIND OF MANAGER DO YOU THINK YOU ARE?

Tough Manager- managers whose organizations seemed to win while the people working lost.

Bottom Line Manager- manager who keeps on top of all situations, hard nose, realistic and profit minded

Nice Manager- manager whose people seemed to win while their organization lost

Participative Manager- manager who is supportive, considerate and humanistic

It has been said that "The best minute I spend is the one I invest in people." Effective managers manage themselves and the people they work with so that both the organization and the people profit from their presence. So, in summary, how can you give yourself and others "the gift" of getting greater results in less time? 1) Set goals; 2) Praise and reprimand behaviors; 3) Encourage people; 4) Speak the truth; 5) Laugh, work, enjoy!

GOALS AND HOW TO ACHIEVE THEM

SETTING YOUR ONE MINUTE GOALS

Sit down with your manager and set 3 to 5 goals a month for them to concentrate on. Write one paragraph describing the goal. The paragraph should take no longer than one minute to read.

1. Plan your goals with your Ops Manager and describe briefly and clearly what the goal is.
2. Write out each goal with due dates
3. Review each goal daily: this will only take a few minutes
4. Encourage associates and managers to take a minute and look at what they are doing. Do their behaviors match their goals?
5. If it does not encourage them to re-think they're behaviors to meet their goals sooner.

PRAISE IN PUBLIC, CORRECT IN PRIVATE.

1. Praise people as soon as possible.
2. Let them know that they did the right thing – or went above and beyond
3. Encourage them to do more of the same.
4. Make it clear you have confidence in them and support their success
5. Reprimand immediately
6. Tell the person what they did wrong, remember you are disciplining the behavior not the person
7. Tell them how you feel about the issue
8. Remind them that you value them as an employee
9. Realize that when the reprimand is over it is over.

ENCOURAGE PEOPLE

1. Promote Teamwork
2. Be generous with information
3. Let your employees make decisions
4. Be passionate about your mission
5. Create clear and concise goals

SPEAK THE TRUTH

1. Do not make promises you cannot keep.
2. Build a culture of truth telling
3. Give people the permission to have the conversations that matter.
4. Let your employees know they can tell the truth

PEOPLE WHO FEEL GOOD ABOUT THEMSELVES PRODUCE RESULTS

HELP PEOPLE REACH THEIR FULL POTENTIAL. CATCH THEM DOING SOMETHING RIGHT

The Leadership Pickles

“Unhappy employees mean unhappy customers”

✓ **Enthusiasm**

- Most important “pickle” you can give your employees.
 - It creates energy and excitement
- If you aren’t enthusiastic, how do you expect them to be?
 - “The ruffle effect of a Leader’s enthusiasm and optimism is awesome. So is the impact of cynicism and pessimism.” Colin Powell
- Threats, orders, and fear only motivate people for so long.

✓ **Urgency**

- Lead by example- Set the pace.
- Convey the sense of urgency for things that matter.
 - Getting people in and out when they have flights to catch
 - Meeting timelines on items that need to be done before inspections
 - Making sure the stores are clean to airport standards

✓ **Confidence**

- You want your employees to believe in you and trust you.
- Ask questions.
 - Your employees want to know you understand their challenges and their work.
 - Go one step further and ask for their opinions.
- Keep everyone informed.
 - Let them know how they are doing. (Confidence)
 - If we don’t inform, they lose confidence in their ability to do their jobs.
- Instill the confidence.
 - “Think you can or think you can’t, either way you’ll be right.” - Henry Ford

✓ **Encouragement**

- Makes people feel valued.
- Treat your employees as if they will excel, and they will.
- If you encourage excellence, you will get excellence.

✓ **Appreciation**

- Everyone likes to be appreciated.
 - Whether it’s a quick note, or a few words of praise.
- Showing appreciation for a job well done should be part of who you are as a leader.

- It doesn't have to be a big deal, just catch them doing something right and say Thank You.

✓ **Integrity**

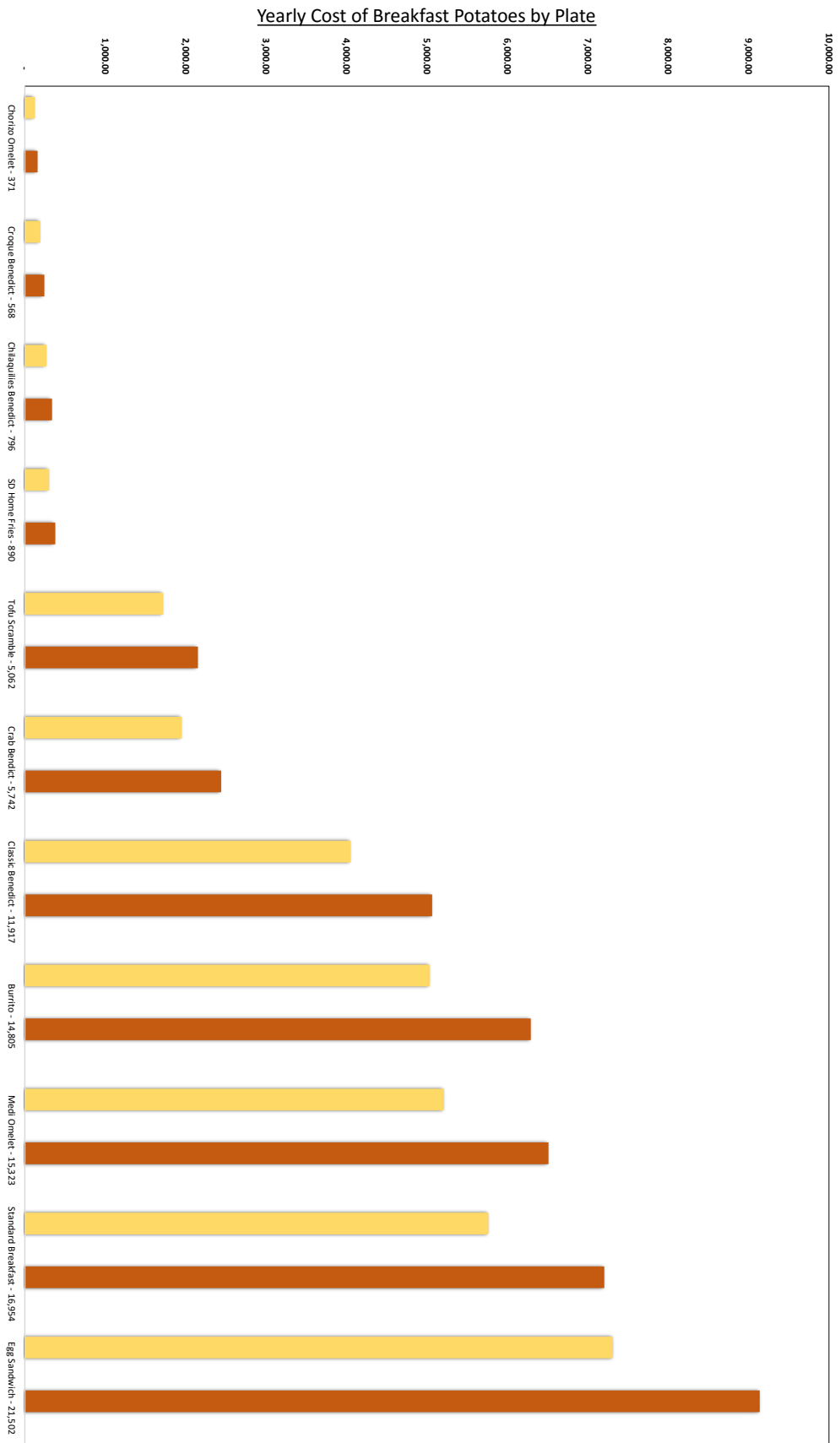
- Be trustworthy, keep your word, speak & act with honesty, and be fair.
- Your employees are always watching
 - Do the right thing, not the easy thing.
 - They will mimic what you do.

✓ **Service**

- You must take care of your employees.
- To truly serve your customers, you must first take care of your employee.
 - If you serve your employees, they in turn better serve your customers.

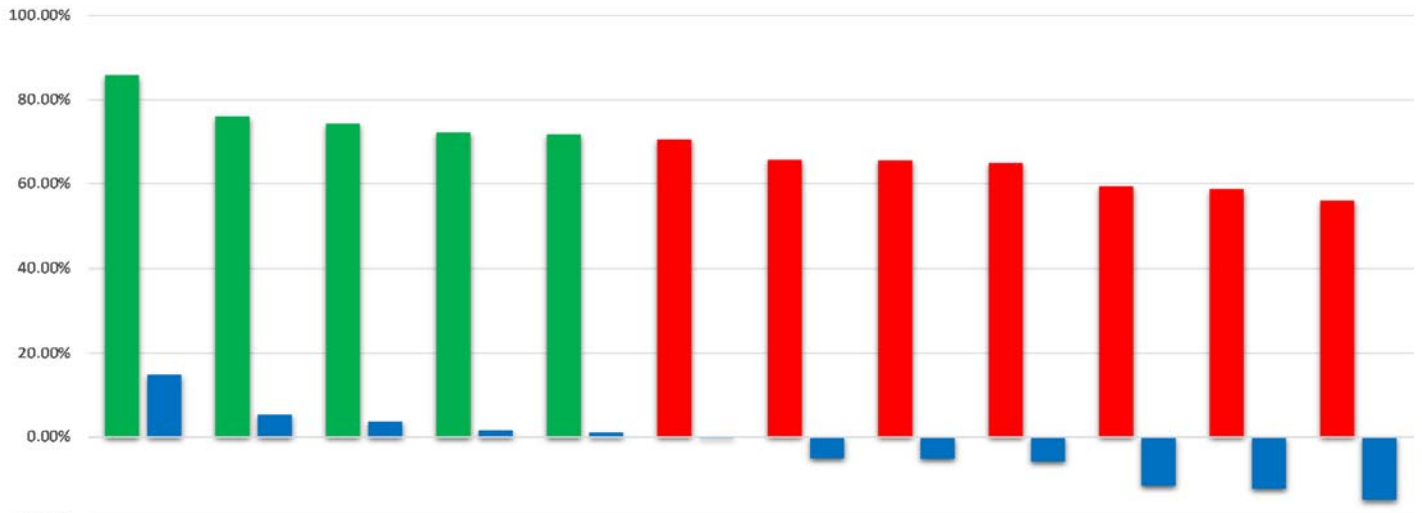
You were chosen to lead. Someone saw something in you. Someone believed in you. Now it's your turn to believe in and serve your team.

Breakfast Potato University



Appreciate use of potato-like colors in chart!

May 22- 70.97%



	KFC-PHX	SAN JOSE	SAN DIEGO	ETAIS	ROOT DOWN	QB DIA	SARA LEE	EINSTEINS MAIN	COLOMBO	TACO BELL	TIMBERLINE	EINSTEINS C
■ Achieved	85.84%	76.25%	74.52%	72.40%	71.90%	70.67%	65.93%	65.82%	65.20%	59.39%	58.71%	56.08%
■ Over/Under	14.87%	5.28%	3.55%	1.43%	0.93%	-0.30%	-5.04%	-5.15%	-5.77%	-11.58%	-12.26%	-14.89%

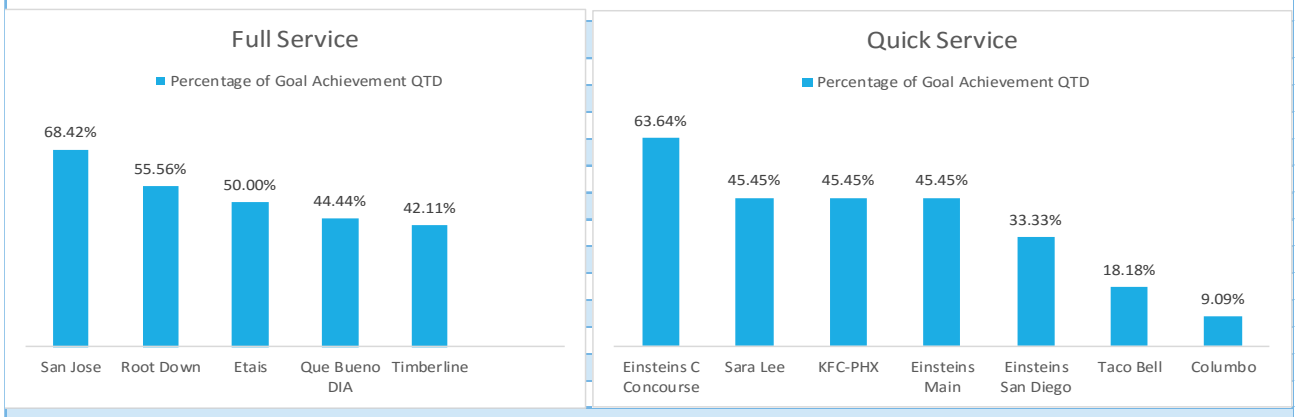
2016 - STORE RANKER

Percentage of Goal Achievement

STORE	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
Quick Serve								
Sara Lee	47.37%	26.32%	23.81%	47.83%	33.33%			
Colombo	31.58%	52.63%	47.62%	60.87%	33.33%			
KFC-PHX	21.05%	36.84%	61.90%	39.13%	28.57%			
Einsteins Concourse C	5.26%	26.32%	19.05%	8.70%	23.81%			
Taco Bell	26.32%	52.63%	9.52%	43.48%	19.05%			
Einsteins Main	21.05%	26.32%	9.52%	17.39%	38.10%			
Einsteins San Diego	36.84%	57.89%	47.62%	65.22%	42.86%			
Full Serve								
Que Bueno Westminster	9.38%	21.88%	17.65%	16.67%	17.65%			
Timberline	22.86%	42.86%	59.46%	43.59%	25.00%			
Root Down	31.25%	28.13%	32.35%	50.00%	58.82%			
Que Bueno DIA	28.13%	34.38%	20.59%	13.89%	44.12%			
EtaiS	31.25%	50.00%	67.65%	55.56%	64.71%			
San Jose			52.94%	52.78%	44.12%			

Quick Service	Percentage of Goal Achievement QTD	Total Bonuses Earned to Date	Potential Bonuses to Date
Einsteins C Concourse	63.64%	7	11
Sara Lee	45.45%	5	11
KFC-PHX	45.45%	5	11
Einsteins Main	45.45%	5	11
Einsteins San Diego	33.33%	4	12
Taco Bell	18.18%	2	11
Columbo	9.09%	1	11

Full Service Store	Percentage of Goal Achievement QTD	Total Bonuses Earned to Date	Potential Bonuses to Date
San Jose	68.42%	13	19
Root Down	55.56%	10	18
Etais	50.00%	9	18
Que Bueno DIA	44.44%	8	18
Timberline	42.11%	8	19



Store	Achiev	Availat	%
ROOT DOWN	7	7	100.0%
SAN JOSE	7	7	100.0%
TIMBERLINE	3	7	42.9%
ETAIS	2	7	28.6%
QB - DIA	1	7	14.3%

Store	Achiev	Availat	%
SAN JOSE	1	3	33.3%
KFC-PHX	0	3	0.0%
COLOMBO	0	3	0.0%
EINSTEINS MAIN	0	3	0.0%
EINSTEINS C	0	3	0.0%
SAN DIEGO	0	3	0.0%
TIMBERLINE	0	3	0.0%
ETAIS	0	3	0.0%
TACO BELL	0	3	0.0%
QB - DIA	0	3	0.0%
ROOT DOWN	0	3	0.0%
SARA LEE	0	3	0.0%

Store	Achiev	Availat	%
QB - DIA	3	3	100.0%
SAN JOSE	3	3	100.0%
EINSTEINS C	3	3	100.0%
SARA LEE	2	3	66.7%
ETAIS	2	3	66.7%
EINSTEINS MAI	2	3	66.7%
TIMBERLINE	2	3	66.7%
ROOT DOWN	1	2	50.0%
KFC-PHX	1	3	33.3%
TACO BELL	1	3	33.3%
SAN DIEGO	0	3	0.0%
COLOMBO	0	3	0.0%

Store	Achiev	Availat	%
ETAIS	1	1	100.0%
KFC-PHX	1	1	100.0%
SAN DIEGO	1	1	100.0%
ROOT DOWN	0	1	0.0%
COLOMBO	0	1	0.0%
EINSTEINS MAI	0	1	0.0%
EINSTEINS C	0	1	0.0%
QB - DIA	0	1	0.0%
SAN JOSE	0	1	0.0%
SARA LEE	0	1	0.0%
TACO BELL	0	1	0.0%
TIMBERLINE	0	1	0.0%





Store	Achiev	Availat	%
San Jose	0	0	#DIV/0!
ETAIS	1	1	100.0%
SAN DIEGO	1	1	100.0%
QB - DIA	1	1	100.0%
EINSTEINS C	1	1	100.0%
SARA LEE	1	1	100.0%
TIMBERLINE	1	2	50.0%
COLOMBO	0	1	0.0%
EINSTEINS MAIN	0	1	0.0%
ROOT DOWN	0	1	0.0%
TACO BELL	0	1	0.0%
KFC-PHX	0	1	0.0%

Store	Achiev	Availat	%
ROOT DOWN	1	1	100.0%
QB - DIA	1	1	100.0%
SARA LEE	1	1	100.0%
COLOMBO	1	1	100.0%
EINSTEINS C	1	1	100.0%
EINSTEINS MAIN	1	1	100.0%
ETAIS	1	1	100.0%
KFC-PHX	1	1	100.0%
SAN JOSE	0	1	0.0%
TIMBERLINE	0	1	0.0%
SAN DIEGO	0	1	0.0%
TACO BELL	0	1	0.0%

Store	Achiev	Availat	%
EINSTEINS MAI	1	1	100.0%
ETAIS	1	1	100.0%
ROOT DOWN	1	1	100.0%
SAN DIEGO	1	1	100.0%
SAN JOSE	1	1	100.0%
SARA LEE	1	1	100.0%
TACO BELL	1	1	100.0%
TIMBERLINE	1	1	100.0%
EINSTEINS C	1	1	100.0%
KFC-PHX	1	1	100.0%
QB - DIA	1	1	100.0%
COLOMBO	0	1	0.0%

Store	Achiev	Availat	%
EINSTEINS C	1	1	100.0%
KFC-PHX	1	1	100.0%
QB - DIA	1	1	100.0%
SAN JOSE	1	1	100.0%
ETAIS	1	1	100.0%
TIMBERLINE	1	1	100.0%
SAN DIEGO	1	1	100.0%
EINSTEINS MAI	1	1	100.0%
COLOMBO	0	1	0.0%
ROOT DOWN	0	1	0.0%
SARA LEE	0	1	0.0%
TACO BELL	0	1	0.0%

JUNE

Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.
#MissionMakesADifference In the month of June, we will donate \$1 for every lunch burrito sold at Que Bueno DIA to Clinica Tepeyac!						
End Pay Prd. 23	Kathy Gountanis 		LYS Tasting Left Hand Brewery		Andrew DiPietro 	
5	6	7	8	9	10	11
	Pay Date 23					
	PVC Classes Breckenridge 8-5	PVC Classes Breckenridge 8-5				
12	13	14	15	16	17	18
MMMD Father's Day			LYS Tasting Decendant Saint Winery 	Top Taco Festival		
End Pay Prd. 25			Rod Tafoya			
19	20	21	22	23	24	25
	Pay Date 25					
		ALL MANAGER MEETING 12 pm				
26	27	28	29	30		