



APRIL MANAGER MEETING AGENDA

April 26th, 2016 12pm-1:30pm

1. WELCOME AND INTRODUCTIONS: 5 minutes
 - a. SIGN IN SHEET
2. ROD'S UPDATES: 10 minutes
3. TIME OFF/LEAVE POLICY: 5 minutes Steven
 - a. Manager Time Off Policy- Handout
 - b. Team Member Time Off Policy- Handout
 - c. Leave Form- Handout
4. SALT SHAKER ANALOGY/SECURITY PROCEDURES: 15 minutes Kathy, Mai, Roger
 - a. Manager Training- Handout
 - b. Do's & Don'ts of Security
5. EMPLOYEE OF THE MONTH VOTING: 5 minutes Brooke
 - a. Team Member of the Month Voting- Handout

QUICK BREAK 5 MINUTES

6. FOOD COSTING: 15 minutes Jacob
 - a. Food Costing Analogy- Handout
7. BONUS UPDATE: 5 Minutes Zsolt
 - a. Current Standings- Handout
8. ROCKIES UPDATE: 5 minutes Brooke
 - a. Guidelines- Handout
9. #MissionMakesADifference: 5 minutes Kathleen
 - a. Furry Scurry- Handout
10. PICKLE AWARD: 5 minutes Roger, Mai, Kathy
 - a. Pickle Award Winner
11. AWARDS, CLOSING: 10 minutes Kathleen/Rod
 - a. May Calendar- Handout
 - b. Manager of the Month
 - c. Inspirational Story



Time Off Policy

Mission Yogurt's Time Off Benefit policy, per the Team Member Handbook, fall under six different classifications:

- Vacation (Salaried Asst. Managers and Managers)
- Sick Time (Salaried Managers)
- Paid Time Off (Hourly Team Members)
- Un-paid Leave of Absence
- The Federal Family and Medical Leave Act (FMLA)
- Jury Duty

Forms Required

All time away from work requires either a Time Off Request form, or a Leave of Absence form. If the time off is for a duration of nine days, or less, a Time Off form will be used. This form can be approved by an Operations Manager and submitted to payroll@missionyogurt.com. If the time away from work is ten days, or more, then a Leave of Absence form is required. All Leave of Absences must be pre-approved through Human Resources (HR) This policy defines that all periods of Time Off are required to be pre-approved thirty days before the absence.

FMLA

Leave may also fall under the protection of FMLA. This classification runs independently, and concurrently to all other times away from work. All Managers are required to report any time Team Members will miss work due to the following reasons:

- The birth of a child and to bond with the newborn child within one year of birth.
- Adoption of a child
- A serious health condition
- The care for the employee's spouse, son, daughter, or parent who has a serious health condition
- Covered military active duty

If/when a Team Member identifies that a leave may fall under a protected classification, it is the Direct Superior's responsibility to report the facts to their Operations Manager and HR.

Enforcement

If any Team Member appears on the Pay Check Sign off sheet, without a pay statement, it is the Time Off Policy to have either a Time Off form, or a Leave of Absence form on file. An audit process is now in place to enforce this. The only exception is part time Team Member that have not worked during the pay cycle. A, explanation of this scenario is required to be noted on the pay check sign off sheet.



Mission Yogurt Inc.

Time Off Request Form - Manager - Colorado

Manager Name: _____

Date of Request: _____

Home Store: _____

Direct Supervisor: _____

Type of Absence Requested:

☐

Sick Time

☐

Time off Without Pay

☐

Other (unpaid)

Bereavement

Vacation

☐

Jury Duty

☐

Maternity/Paternity

Dates of Absence

From: _____ To: _____ Number of Days to be paid: _____ * Total number of days Absent: _____ *

Reason for Absence: _____

You must submit requests for absences, other than sick leave, 30 days prior to the first day you will be absent.

**Any time off request can only be for a maximum of nine days. An absence request lasting more than nine days, must be submitted to HR in advance.*

Coverage Plan During Absence

The following arrangements are planned for covering shifts and other duties: *(beyond nine days to be approved by HR)*

DATE	SHIFT	MANAGER COVERING	NOTES
1) _____	_____	_____	_____
2) _____	_____	_____	_____
3) _____	_____	_____	_____
4) _____	_____	_____	_____
5) _____	_____	_____	_____
6) _____	_____	_____	_____
7) _____	_____	_____	_____
8) _____	_____	_____	_____
9) _____	_____	_____	_____

Employee Signature

Date

Manager/Executive Management Approval

Comments: _____

Approved

Signature

Operations Manager Signature

Date

Approved

Rejected

Executive Management Signature

Date

HR USE ONLY

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Mission Yogurt Inc.
Time Off Request Form - Hourly - Colorado

Employee Name: _____

Date of Request: _____

Home Store: _____

Direct Supervisor: _____

Type of Absence Requested:

Paid Time Off (PTO)*	Bereavement	Other
Time Off Without Pay	Jury Duty	MaternityPaternity

Dates of Absence

From: _____ To: _____ Number of Days PTO: _____ * Total number of days Absent: _____

Reason for Absence: _____

Requests for absences, other than sick leave, Must be submitted 30 days prior to the first day you will be absent.

*Paid Time off if only available to hourly Team Members whom qualify for the Paid Time Off (PTO) policy.

See MissionYogurt.net, or a Manager for details.

Any time off request can only be for a maximum of **nine** days. An absence lasting more than nine days, must be per-approved by Human Resources.

Team Member Signature	Date
Direct Supervisor Signature	Date
Operations Manager Signature (Required)	Date

HR USE ONLY



Mission Yogurt Inc.

Leave of Absence Form

TEAM MEMBER INFORMATION

Team Member Name: _____

Date of Request: _____

Home Store: _____

Direct Supervisor: _____

Dates of Absence

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

Reason for Leave: _____

Requests for absences, must be submitted 30 days prior to the first day of absence.

An 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.*

Classification of Leave

Non - FMLA Covered

1) Leaving Country *(Not due to family medical emergency)*

Detailed reason: _____

2) Personal Reasons: *(school, legal issues, vacation)*

Detailed reason: _____

FMLA Covered *(job protected)*

1) Leaving Country *(due to family medical emergency)*

Detailed Reason: _____

2) Medical *(self, or Family Member)*

Detailed reason: _____

3) Other: *(To be determined if the leave will fall under federal law of job protection*) *Contact Human Resources for conditions*

HR Use Only

HR Verified Leave request:

HR verified benefits of Time Member:

Team Member contacted for benefits collection:

Payroll date placed on leave:

HR monthly verification of Leave:

Payroll return Team Member off Leave:

Termination Date:



CONSTANT GENTLE PRESSURE

You know the feeling ... when folks on your staff push the limits and push your buttons ... it gets you all frustrated and upset. However, when getting upset about it, you are missing the boat. Let's use the salt shaker analogy...

Your staff and customers are always moving your saltshaker off center. It's their job. It's what they do. It's the job of life.

Until you understand that, you'll constantly get upset every time someone moves your shaker off center.

Your job is to move the shaker back each time and let them know what you stand for as a manager. Let them know what excellence looks like.

If we are ever willing to let your staff or customers decide where 'the center' is (what our standards are) then we might as well hand them the keys to the business.

When staff and customers will try to move us off center, it is a fact of life. We shouldn't waste our energy resisting it. But rather recognize that the center of the table is the core of excellence as a manager.

Constant - _____

Gentle - _____

Pressure - _____

Theoretical Food Costs Explained

Theory: a system of ideas intended to explain something.

Theoretical: based on or calculated through theory.

Actual: existing in fact; typically as contrasted with what was expected (theorized).

Cost of goods sold - COGS: the cost of creating the products we sell, this includes materials and labor.

What does this mean to all of us?

We are calculating the theoretical cost of our food sales based off the theory that the costs of our goods (COGS) are directly proportionate to the number of items sold or processed through the point-of-sale.

In other words, if we sell one sandwich for \$10.00, and the ingredients of that sandwich cost \$1.00, our theoretical food cost is 10%.

$$\text{\$1.00/\$10.00}=10\%$$

$$\text{Cost/Sales}=\%$$

We Pay	Customer Pays
\$1.00	\$10.00
Bread	Sandwich
Ham	
Tomato	
Lettuce	
Mayonnaise	

Sample Worksheet

A plain hamburger costs 1.25 per patty and .75 per bun for a total of _____.

We sell the hamburger for \$10.00.

What is the theoretical food cost % of the hamburger?

$$\frac{\text{_____}}{\text{Cost}} \div \frac{\text{_____}}{\text{Sales}} = \frac{\text{_____}}{\text{Food Cost \%}}$$

Scaling Up

If we sell 100 hamburgers, what should our costs be?

$$100 * \$2.00 = \$200.00$$

$$\frac{\text{_____}}{\text{Cost}} * \frac{\text{_____}}{\text{Sales}} = \frac{\text{_____}}{\text{Food Cost\%}}$$

Our theoretical cost is still the same.

Actual Food Cost

What if it takes us more than that to sell 100 hamburgers?

We use 110 patties for a total cost of \$125.00.

We use 105 buns for a total cost of \$78.75.

Our total actual food cost is now \$125.00 + \$78.75, or \$216.25.

What is our actual food cost %?

$$\frac{\text{_____}}{\text{Actual Cost}} \div \frac{\text{_____}}{\text{Sales}} = \frac{\text{_____}}{\text{Food Cost\%}}$$

Summation

The difference between the 20% theoretical cost and the 21.6% actual cost is called a variance. We have a variance of 1.6%.

Soooooooo.....what happened to the other 10 hamburger patties and 5 buns?

Probabilities – 3 hamburgers were overcooked and returned to the kitchen, some line cook put an extra patty on his employee meal, one was substituted on a turkey banh mi, 2 patties slipped off a spatula and fell on the floor and stayed there past the 10-second rule, one whole hamburger was thrown on the ground during a fit of rage by a demonstrative manager, and one was actually snatched out of the window by a customer who walked off with it.

Your goal – to identify what comprises the 1.6% variance and identify how to shrink it, ideally to 0.0%.

Ways and Means

How can we make sure that are actual food costs are as close to our theoretical food costs as possible?

Proper portioning of items

Sufficient ordering of goods, substituting 93% lean ground beef for 75% lean beef will create inventory and cost variances

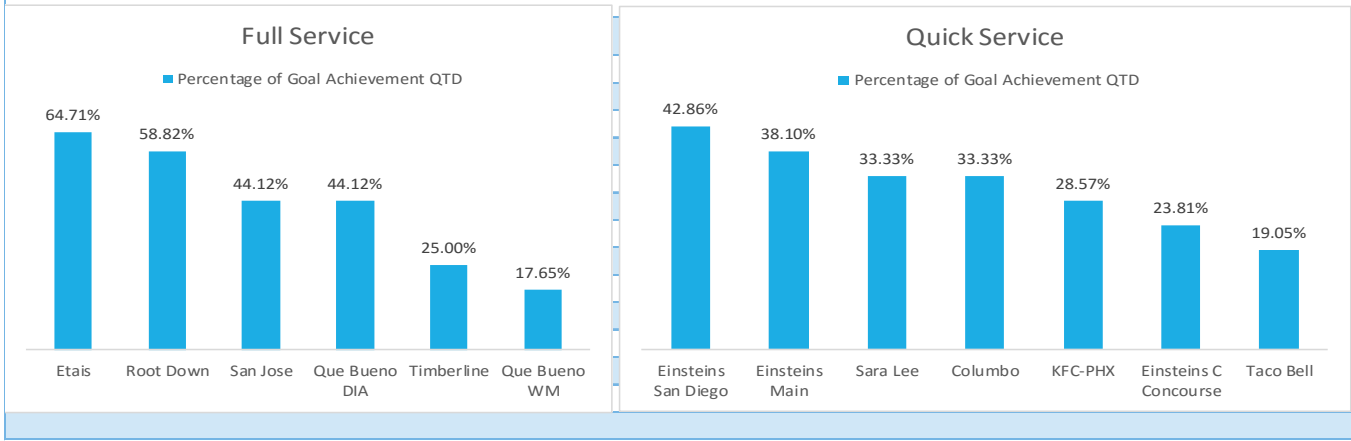
Proper tracking of employee meals, theoretical costs are based off the quantity of items moved

Proper use of comps and voids

Proper tracking of waste and spoilage

Accurate Inventory

Quick Service	Percentage of Goal Achievement QTD	Total Bonuses Earned to Date	Potential Bonuses to Date
Einsteins San Diego	42.86%	9	21
Einsteins Main	38.10%	8	21
Sara Lee	33.33%	7	21
Columbo	33.33%	7	21
KFC-PHX	28.57%	6	21
Einsteins C Concourse	23.81%	5	21
Taco Bell	19.05%	4	21
Full Service Store	Percentage of Goal Achievement QTD	Total Bonuses Earned to Date	Potential Bonuses to Date
Etais	64.71%	22	34
Root Down	58.82%	20	34
San Jose	44.12%	15	34
Que Bueno DIA	44.12%	15	34
Timberline	25.00%	9	36
Que Bueno WM	17.65%	6	34



Bevinco			
Store	Achiev	Availat	%
ROOT DOWN	9	13	69.2%
ETAIS	9	13	69.2%
SAN JOSE	7	13	53.8%
TIMBERLINE	6	12	50.0%
QB - DIA	6	13	46.2%
QB - WM	4	13	30.8%

Labor			
Store	Achiev	Availat	%
KFC-PHX	2	6	33.3%
COLOMBO	2	6	33.3%
EINSTEINS MAIN	2	6	33.3%
EINSTEINS C	0	6	0.0%
SAN DIEGO	0	6	0.0%
TIMBERLINE	0	6	0.0%
ETAIS	0	6	0.0%
TACO BELL	0	6	0.0%
QB - DIA	0	6	0.0%
QB - WM	0	6	0.0%
ROOT DOWN	0	6	0.0%
SAN JOSE	0	6	0.0%
SARA LEE	0	6	0.0%

OT			
Store	Achiev	Availat	%
QB - DIA	6	6	100.0%
ROOT DOWN	6	6	100.0%
SAN JOSE	6	6	100.0%
EINSTEINS C	5	6	83.3%
ETAIS	5	6	83.3%
SARA LEE	5	6	83.3%
EINSTEINS MAI	3	6	50.0%
KFC-PHX	3	6	50.0%
SAN DIEGO	3	6	50.0%
COLOMBO	2	6	33.3%
TACO BELL	2	6	33.3%
QB - WM	1	6	16.7%
TIMBERLINE	0	6	0.0%

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

Customer Services			
Store	Achiev	Availat	%
ETAIS	3	3	100.0%
SAN DIEGO	3	3	100.0%
QB - DIA	2	3	66.7%
COLOMBO	1	3	33.3%
EINSTEINS MAIN	1	3	33.3%
ROOT DOWN	1	3	33.3%
TACO BELL	1	3	33.3%
TIMBERLINE	2	6	33.3%
EINSTEINS C	0	3	0.0%
KFC-PHX	0	3	0.0%
QB - WM	0	3	0.0%
San Jose	0	3	0.0%
SARA LEE	0	3	0.0%

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

New Hire Packets			
Store	Achiev	Availat	%
EINSTEINS MAI	1	1	100.0%
ETAIS	1	1	100.0%
QB - WM	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%
COLOMBO	0	1	0.0%
EINSTEINS C	0	1	0.0%
KFC-PHX	0	1	0.0%
QB - DIA	0	1	0.0%

New Hire Verifications			
Store	Achiev	Availat	%
COLOMBO	1	1	100.0%
ETAIS	1	1	100.0%
SAN DIEGO	1	1	100.0%
EINSTEINS C	0	1	0.0%
EINSTEINS MAI	0	1	0.0%
KFC-PHX	0	1	0.0%
QB - DIA	0	1	0.0%
QB - WM	0	1	0.0%
ROOT DOWN	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%



WIN 2016 ROCKIES TICKETS BY TEAMING UP AND SHOWING YOUR BEST TEAM WORK!

Guidelines:

1. For Team Members only...no plus ones. 4 TEAM MEMBERS PLEASE!
2. Request needs to be in 72 hours before game wanted.
 - a. List of available games is in google drive.
 - i. Ask Brooke if you need access again.
3. Send in Team Work story with Request for tickets.
 - a. How did these 4 team members work together?
 - b. Why should they win 4 tickets?
4. Pick up for tickets is 48 hours before game.
 - a. We can set this up accordingly to drop off at DEN or pick up at Mission Office.
 - b. We need to have all 4 team member's names for delivery or pick up
5. We request that Team Members take a photo somewhere in the Rockies Stadium and send in to Brooke at 720-220-1988 for the newsletter and other material.



Hello TEAM MEMBERS!

We hope you'll support our efforts to help homeless pets at the Dumb Friends League by joining or donating to our team (Mission Yogurt Inc.) in the 23rd annual **Furry Scurry**.

WHEN: Saturday, May, 7th 2016 (Walk starts @ 9am)

WHERE: Washington Park, Denver CO

COST: \$50 per person

BENEFITS: Reimbursement for registration for all team members who sign-up.

All team members involved in the store that raises the most will receive **2 Rockies tickets**.

Sign up here: <http://support.ddfl.org/goto/MissionYogurt>

We appreciate
your support!



Dumb Friends League.
COMPASSION ALWAYS ♥





May

Sun.		Mon.		Tues.		Wed.		Thurs.		Fri.		Sat.	
1		2		3		4		5		6		7	
Mother's Day End Pay Prd. 19		Pay Date P17				Red Bull & Hanson's LYS		QB WEST CInco de Mayo Festivities Ultra Sheer "Last Call" Celebration				Furry Scurry @ 9am (#MissionMkcsADifference)	
 Michael L. Jones		 Pradeep Upreti		10		11		12		13		14	
15		16		17		18		19		20		21	
Pay Date P19						PVC Classes Breckenridge 8-5		PVC Classes Breckenridge 8-5					
End Pay Prd. 21		 Julio Jhong		24		Boulder Beer LYS		 Mulaw Tiruneh		27		28	
22		23		25		26							
Pay Date P21													
29		30		31									