



MARCH MANAGER MEETING AGENDA

March 22nd, 2016 1pm-2:30pm

1. WELCOME AND INTRODUCTIONS: 5 minutes
 - a. SIGN IN SHEET
2. ROD'S UPDATES: 10 minutes
3. BUS PASS: 5 minutes Steven/Zsolt
 - a. New Eco Pass- Handout
4. NEW JOB CODES/ACKNOWLEDGMENT: 10 minutes Steven
 - a. Promotion to new Job Code- Handout
 - b. Mission Cares Acknowledgement- Handout
5. BONUS UPDATES: 10 minutes Zsolt
 - a. Current Standings- Handout
 - b. Past Winners Store Bonus- Handout
6. EMPLOYEE MEAL POLICIES PROCEDURES: 5 Minutes Zsolt/Roger
 - a. Updated Meal Vouchers

QUICK BREAK 5 MINUTES

7. CUSTOMER SERVICE: 20 minutes Kathy, Roger, Mai
 - a. ABC's- Handout
8. NEW WEBSITE: 15 minutes Kathleen, Caitlin
 - a. Navigating the new website
9. EMPLOYEE OF THE MONTH VOTING: 5 minutes Brooke
 - a. Team Member of the Month Voting- Handout
10. NEW AWARD: 5 minutes Roger, Mai, Kathy
 - a. Pickle Award
11. AWARDS, CLOSING: 10 minutes Kathleen/Rod
 - a. April Calendar- Handout
 - b. Manager of the Month
 - c. Inspirational Story



Mission Yogurt Transit Benefit Policy

Mission Yogurt has options to ensure that all Team Members' travel to and from Denver International can be an easy part of their workday. This is why Mission and RTD have partnered to administer a transit benefit to encourage employees to take public transit to and from the airport. As a Team Member benefit, Mission offers **RTD's Eco Pass**. This is a transit pass for all Full Time Members given at no cost to Team Members who commute via bus or rail.

When am I eligible?

Full Time airport Team Members, upon hiring, will receive their Transit Benefit application upon their first paycheck. Only if they have selected to receive the benefit on their new hire paperwork.

How do I apply?

Team Members who work at Denver International Airport, who wish to utilize this benefit can obtain an application from a Member of Management. This application, when signed by a Manager, can be taken to any RTD service offices to be issued a Mission Yogurt Eco Pass.

How do I obtain a transit pass?

There are many RTD offices across the city. Visit www.RTD-Denver.com to find locations. There is a RTD office inside the Airport, West Terminal, Level 5 8:00 a.m. - 5:30 p.m. weekdays 8:00 a.m. - 4:00 p.m. weekends. You will need a photo ID, and a Mission transit application to obtain your pass.

What if I lose my transit pass?

If the Eco Pass is lost or stolen, it is the Team Members responsibility to report status to RTD. A fee from RTD to replace the Eco Pass will be responsibility of the Team Member. The Eco Pass is non-transferable. This means that no one else can use the pass other than the issued employee.

Does the transit pass expire?

The Eco Pass expires annually. Team Members must replace their pass one year after obtaining it.

Policy requirements

The definition of Full Time is any Team Member that works an average of 32 hours on a weekly basis. Any fraud will result in disciplinary action up to and including termination. The Eco Pass is the property of Mission Yogurt and must be surrendered upon the request of Management.



Promotion to new Job Codes

Mission has a structured job progression for promotions. They are structured to bring experience into each role. A minimum of work experience is required in each role. When wanting to grow your Team Members, please remember that skipping **job codes** may deprive the Team Member of valuable experience. If you have a need to move a Team Member past one code, please contact an Operations Manager, so they may contact Executive Management for approval.

Career Paths

- Customer Service, to Customer Service 2, to Lead Customer Service, to Supervisor, to Asst. Manager, to Manager
- FOH/BOH, to FOH 2/BOH2, to Lead FOH/BOH to Supervisor, to Asst. Manager, to Manager
- Cook 1, to Cook 2, to Cook 3, to Sous Chef to BOH Manager, to Ex. Chef
- Server, to Lead Server, to Supervisor, to Asst. Manager, to Manager
- Bartender, to Lead Bartender, to Supervisor, to Asst. Manager, to Manager

A set number of "2" and Leadership position are set per store. Contact an Operations Manager for staffing level pars, before considering promotions.



Acknowledgement of Enrollment in Mission Cares Voluntary 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 the 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 be interested in having \$_____ being deducted from each paycheck to go to this fund at a future date. I understand that I may cancel this deduction at any time.

FULL NAME PRINTED: _____

SIGNATURE: _____

STORE: _____

Bevinco				
Store	Achiev	Availat	%	
ROOT DOWN	9	11	81.8%	
SAN JOSE	7	11	63.6%	
ETAIS	7	11	63.6%	
TIMBERLINE	6	10	60.0%	
QB - DIA	5	11	45.5%	
QB - WM	4	10	40.0%	

Labor				
Store	Achiev	Availat	%	
KFC-PHX	1	5	20.0%	
EINSTEINS MAIN	1	5	20.0%	
COLOMBO	1	5	20.0%	
SAN DIEGO	0	5	0.0%	
TIMBERLINE	0	5	0.0%	
ETAIS	0	5	0.0%	
TACO BELL	0	5	0.0%	
EINSTEINS C	0	5	0.0%	
QB - DIA	0	5	0.0%	
QB - WM	0	5	0.0%	
ROOT DOWN	0	5	0.0%	
SAN JOSE	0	5	0.0%	
SARA LEE	0	5	0.0%	

OT				
Store	Achiev	Availat	%	
SAN JOSE	5	5	100.0%	
SARA LEE	5	5	100.0%	
ETAIS	5	5	100.0%	
ROOT DOWN	5	5	100.0%	
EINSTEINS C	5	5	100.0%	
QB - DIA	5	5	100.0%	
SAN DIEGO	3	5	60.0%	
EINSTEINS MAI	3	5	60.0%	
COLOMBO	2	5	40.0%	
TACO BELL	2	5	40.0%	
KFC-PHX	2	5	40.0%	
QB - WM	1	5	20.0%	
TIMBERLINE	0	5	0.0%	

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

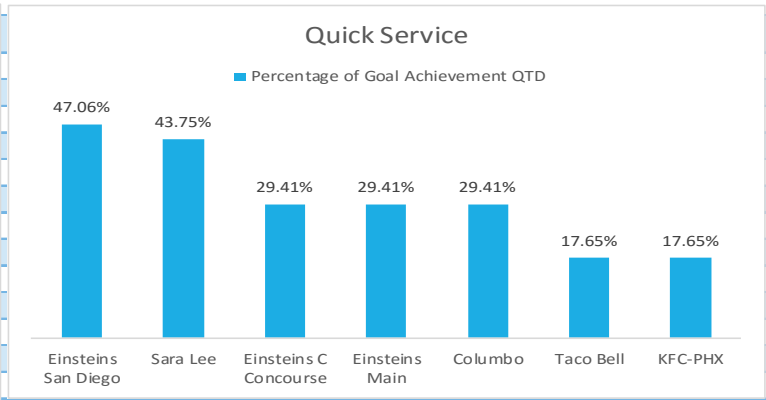
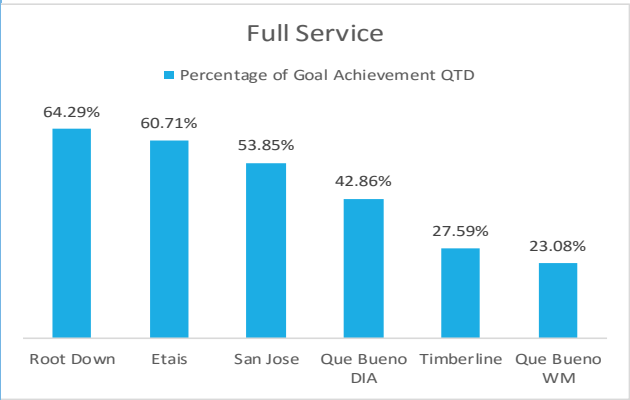
Customer Services				
Store	Achiev	Availat	%	
San Jose	0	0	#DIV/0!	
ETAIS	2	2	100.0%	
SAN DIEGO	2	2	100.0%	
ROOT DOWN	1	2	50.0%	
QB - DIA	1	2	50.0%	
COLOMBO	1	2	50.0%	
TIMBERLINE	1	4	25.0%	
SARA LEE	0	1	0.0%	
TACO BELL	0	2	0.0%	
EINSTEINS C	0	2	0.0%	
QB - WM	0	2	0.0%	
EINSTEINS MAIN	0	2	0.0%	
KFC-PHX	0	2	0.0%	

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

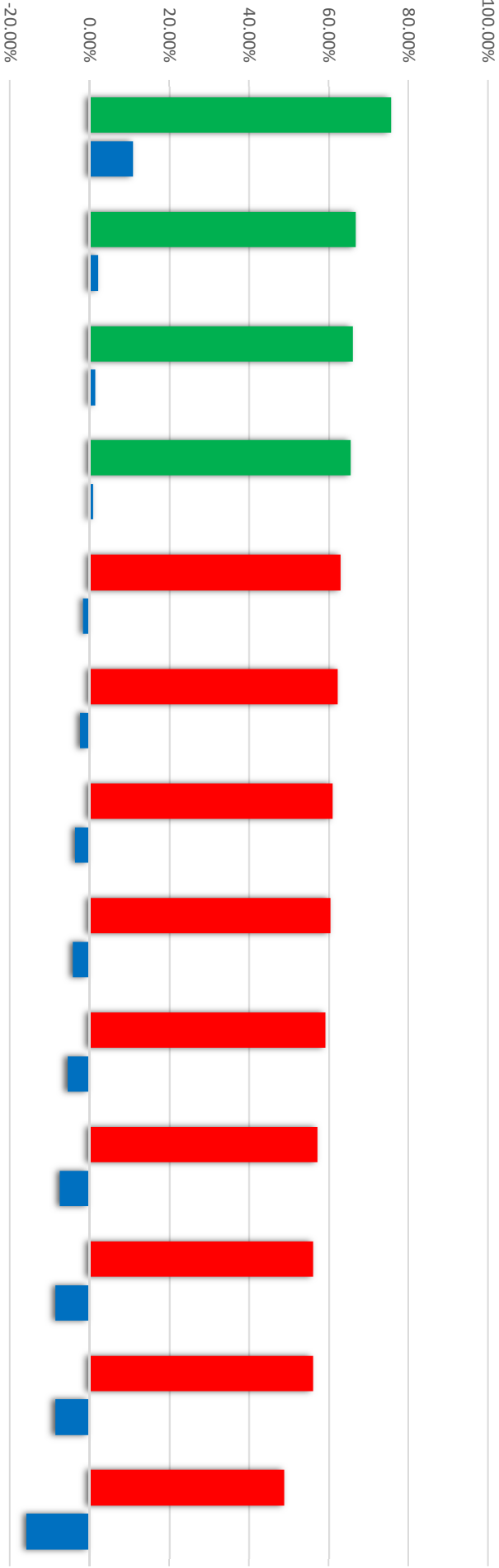
New Hire Packets				
Store	Achiev	Availat	%	
SAN DIEGO	1	1	100.0%	
TACO BELL	1	1	100.0%	
EINSTEINS MAI	1	1	100.0%	
ETAIS	1	1	100.0%	
QB - WM	1	1	100.0%	
ROOT DOWN	1	1	100.0%	
SAN JOSE	1	1	100.0%	
SARA LEE	1	1	100.0%	
TIMBERLINE	1	1	100.0%	
COLOMBO	0	1	0.0%	
EINSTEINS C	0	1	0.0%	
KFC-PHX	0	1	0.0%	
QB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

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

Quick Service	Percentage of Goal Achievement QTD	Total Bonuses Earned to Date	Potential Bonuses to Date
Einsteins San Diego	47.06%	8	17
Sara Lee	43.75%	7	16
Einsteins C Concourse	29.41%	5	17
Einsteins Main	29.41%	5	17
Columbo	29.41%	5	17
Taco Bell	17.65%	3	17
KFC-PHX	17.65%	3	17
Full Service Store	Percentage of Goal Achievement QTD	Total Bonuses Earned to Date	Potential Bonuses to Date
Root Down	64.29%	18	28
Etais	60.71%	17	28
San Jose	53.85%	14	26
Que Bueno DIA	42.86%	12	28
Timberline	27.59%	8	29
Que Bueno WM	23.08%	6	26



March 20 - 64.52%



	ETAIS	ROOT DOWN	KFC-PHX	COLOMBO	TIMBERLINE	SAN DIEGO	EINSTEINS MAIN	SAN JOSE	QB DIA	EINSTEINS C	TACO BELL	SARA LEE	QB WEST
Series1	75.55%	66.79%	65.99%	65.52%	63.07%	62.32%	61.06%	60.51%	59.18%	57.19%	56.18%	56.05%	48.97%
Over/Under	11.03%	2.27%	1.47%	1.00%	-1.45%	-2.20%	-3.46%	-4.01%	-5.34%	-7.33%	-8.34%	-8.47%	-15.55%



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



April

Tues.

Wed.

Thurs.

Fri.

Sat.

Pay Date
P13

Pay Date
P15

#MissionMadeMyDay
World Beer
Day

#MissionMadeMyDay
Earth Day

PVC Classes

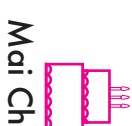
PVC Classes

End Pay Prd. 17

End Pay Prd. 15

LYS
Dulce de Vida

LYS
TBD



Mai Chhor



Melissa Miedecke

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