



JUNE MANAGER MEETING AGENDA

June 29th, 2016 12pm-1:30pm

1. WELCOME AND INTRODUCTIONS: 5 minutes
 - a. SIGN IN SHEET
 2. ROD'S UPDATES: 5 minutes
 3. WORKER'S COMP CLAIM PROCESS: 5 minutes Steven
 - a. Drug & Alcohol Testing- Handout
 - b. On the Job Injury Procedures- Handout
 - c. Testing Form- Handout
 - d. Contact Info.- Handout
 - e. Leave/Sick Time Procedures
 4. INSURANCE/BUS PASS UPDATES: 5 minutes Maria
 5. CUSTOMER SERVICE: 15 minutes Kathy, Mai, Roger
 - a. 1 Minute Manager Updates- Handout
 - b. Fire Safety- Handout
 - c. Prohibited Items- Handout
 6. EMPLOYEE OF THE MONTH VOTING: 5 minutes Brooke
 - a. Team Member of the Month Voting- Handout
 - b. Honorable mention drawing
 - c. NEW- Birthday & Anniversary Section
- QUICK BREAK 5 MINUTES**
7. EXPENSES VS. SAVING: 10 minutes Jacob
 - a. Article- Handout
 8. BONUS UPDATE: 10 Minutes Zsolt
 - a. Current Standings- Handout
 - b. BEC/ALOHA/TECH Difficulties Procedures- Handout
 - c. Signing receipts for quick serve
 9. CLEANLINESS UPDATE: 10 minutes Roger, Kathy, Mai
 - a. Slideshow

10. ROCKIES UPDATE: 5 minutes Brooke
 - a. Only per team work stories- Handout
11. CLINICA TEPEYAC: 5 minutes Brooke
12. AUTO TEXT RESPONDER: 5 minutes Kathleen
13. AWARDS, CLOSING: 10 minutes Kathleen/Rod
 - a. July Calendar- Handout
 - b. Manager of the Month
 - c. Inspirational Story



REVIEW OF THE DRUG AND ALCOHOL TESTING POLICY

Drug and alcohol testing may be administered whenever the Company determines that such testing is appropriate, although such testing will most commonly be administered in the following circumstances:

1. **Pre-Employment Testing.** Applicants for employment are subject to drug and alcohol testing in connection with their application process.
2. **Post-Accident Testing.** All employees of the Company are subject to drug and alcohol testing whenever they have been involved in a work-related accident or incident that resulted in personal injury or property damage. Any employee who fails to report such an accident or incident immediately to the Company will be subject to disciplinary action, up to and including immediate termination of employment.
3. **Reasonable Suspicion Testing.** All employees of the Company are subject to drug and alcohol testing whenever reasonable suspicion exists.
4. **Random Testing.** All employees of the Company are subject to random testing. Details of the random selection process, such as the frequency of such testing, the method by which names are chosen, and the number of employees to be tested, shall be determined by the Company.



ON-JOB-INJURY PROCEDURES

IF THE INJURY IS LIFE-THREATENING OR SERIOUS:

1. MAKE SURE THE TEAM MEMBER IS TAKEN CARE OF. IMMEDIATELY CALL THE AIRPORT PARAMEDICS 303-342-4211, OR GET THEM TO THE NEAREST EMERGENCY FACILITY.
2. THEN PROCEED WITH THE REST OF THE PROCEDURES BELOW.

IF THE INJURY IS NOT LIFE-THREATENING OR SERIOUS:

1. FILL OUT THE EMPLOYEE FIRST REPORT OF INJURY SHEET. THIS SHEET MUST BE 100% ACCURATE AND FILLED OUT COMPLETELY. You do not need to fill out the policy number portion or submit to Pinnacol to directly.
2. IMMEDIATELY NOTIFY AND SUBMIT A COPY OF THE FIRST REPORT OF INJURY TO hr@missionyogurt.com and or fax: 303-252-7507
3. NOTIFY Steven Bennett (HUMAN RESOURCES MANAGER) **immediately**. Steven Bennett hr@missionyogurt.net CELL 303-725-2326 and FAX 303-252-7507
4. IF THE EMPLOYEE NEEDS MEDICAL ATTENTION OR IS REQUESTING FOLLOW UP CARE, PROVIDE THEM WITH THE CLOSEST APPROVED FACILITY TO CARE FOR HIS/HER NEEDS. THE APPROVED FACILITIES ARE LISTED ON THE MissionYogurt.net WEBSITE. STEVEN CAN ALSO PROVIDE YOU AND THE EMPLOYEE WITH THIS INFORMATION.
5. SEND THE EMPLOYEE WITH A COPY OF THE REPORT OF INJURY TO THE APPROVED MEDICAL FACILITY.
6. IT IS MANDATORY THAT EACH EMPLOYEE INJURED IF SEEKING MEDICAL ATTENTION IS DRUG SCREENED. YOU MUST REMIND YOUR TEAM MEMBER OF THE NECESSITY OF THE DRUG TEST WITHIN 24 HOURS OF THEIR ACTUAL INJURY. AS A MANAGER YOU MUST PROVIDE THEM WITH ALL NECESSARY INFORMATION.

IMPORTANT FACTS TO REMEMBER:

- ALL ON-THE-JOB INJURIES MUST BE REPORTED IMMEDIATELY OR WITHIN 24 HOURS OF THE INCIDENT.
- IF YOU FEEL THAT AN EMPLOYEE IS FALSIFYING AN INJURY, PLEASE NOTIFY MANAGEMENT IMMEDIATELY.
- THE CURE FOR AN ACCIDENT IS PREVENTION. FLOOR CONES, SLIP RESISTANT SHOES, USING YOUR VERBIAGE WHILE USING DOORS AND WALKING BEHIND OTHERS.



MEDICAL SERVICES AUTHORIZATION

Employer _____ Date _____

Address _____

Phone Number _____ Fax: _____ Email: _____

Patient's Name _____

Supervisor's Name _____

EMPLOYMENT PHYSICALS

- DOT Physical History & Physical Back Assessment (Schedule w/Rehab)
 Respirator Physical Hazmat Physical Guard Physical Other Services:

DRUG & ALCOHOL TESTS (please mark test type and reason for test)

- NIDA/DOT
Reason: Post-Offer Random Post-Accident Reasonable Suspicion
- 5 Panel/DSS (SAP5)
Reason: Post-Offer Random Post-Accident Reasonable Suspicion
- Rapid
Reason: Post-Offer Random Post-Accident Reasonable Suspicion
- Drug Screen Collection Only (COC & supplies must be provided to clinic)
Reason: Post-Offer Random Post-Accident Reasonable Suspicion
- Breath Alcohol Test
Reason: Post-Offer Random Post-Accident Reasonable Suspicion
- Other _____
Reason: Post-Offer Random Post-Accident Reasonable Suspicion

MEDICAL TREATMENT

On the Job Injury? Yes No Date of Injury _____

Area of Body Injured _____

Workers' Compensation Insurance _____

Comments _____

Authorized By: _____ Title: _____

****NOTICE**:** Children are not permitted in the examination areas. Children must be accompanied & supervised by an adult at all times. We reserve the right to reschedule appointments if necessary.

www.HealthONEoccmed.com

updated 9/15/2014



Designated Health Provider List

Concentra Medical Center
3350 Peoria Street
Aurora, CO 80010
303-340-3053

Concentra Medical Center
420 East 58th Ave.
Denver, CO 80216
303-292-2273
303-296-4138 (fax)

Aviation and Occupational Medicine
6900 E 47th Ave. Suite 100,
Denver, CO 80216
303-333-4411

Arbor Occupational Medicine
290 Nickel Street, Suite 200
Broomfield, CO 80020
303-460-9339

Peak to Peak Family Practice
7768 Vance Drive, Suite B
Arvada, CO. 80003
303-427-7700

Drug Testing, without other injury
Health One Occupational
1444 South Potomac Street #200
Aurora, CO 80012
303-214-0000

24 Hour Emergency
The Medical Center of Aurora
22500 E Dry Creek Road, Aurora, CO 80016
720-376-6400

Notify Human Resources immediately upon completing any visit to the above clinics.
Contact via hr@missionyogurt.com, cell: 303-725-2326 (call or text) fax: 303-252-7507

**माथिको क्लिनिक गर्न कुनै पनि यात्रा पूरा तुरुन्तै मानव संसाधन सूचित । hr@missionyogurt.com , सेल
मार्फत सम्पर्क : 303-725-2326 (कल वा पाठ) फ्याक्स : 303-252-7507**

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ሞባይል በኩል ያግኙን: 303-725-2326 (ማደወል ወይም ጽሑፍ) ፋክስ : 303-252-7507

ONE MINUTE MANAGER FOLLOW UP

UPDATES

- Have you set your goals for June and July?
- Have you shared them with your Operations Manager? Has your Operations Manager shared their expectations with you?
- Have you set goals with your associates?
- Have you written them down and do you have a date of completion?

PRAISE IN PUBLIC, CORRECT IN PRIVATE.

- Does anyone have an example that you can share?

ENCOURAGE PEOPLE

- What are you doing to encourage your associates?

SPEAK THE TRUTH

- Do you speak the truth while interacting with your associates and customer?

"We are what we repeatedly do. Excellence then, is not an act, but a habit."
-Aristotle

FIRE SAFETY TRAINING

What is the first thing you do if you see a fire?

If the fire is extinguishable, what do you do?

If the fire is out of control what do you do?

If you need to evacuate the kitchen or store which exit do you use?

Who do you call first if there is a fire? _____

Who do you call second? _____

How do you activate the alarm in your store? _____

Does the gas/power in your store shut off automatically or do you need to shut it off?

Where are your fire extinguishers located?

How do you use them?

What can be used to put out most equipment grease fires? _____

What should never be used to put out a grease fire? _____

What do you need to consider before using a fire extinguisher or activating a suppression system?

What happens after you have activated a fire suppression system?



“Approved Master”

Declared Concession Prohibited Items Inventory List

Date: _____

Company Name: _____

Location: _____

Item Description:	Quantity:	Comments / Notes:
Chef Knives		
Bread / Serrated Knives		
Paring Knives		
Utility Knives / Corkscrews		
Pizza Cutters / Other Sharp Items (ex. Bagel Cutter)		
Thermometers		
Scissors – metal with pointed tips and blades longer than four inches from pivot point to tip		
Box Cutters / Razor Blades		
Ice Picks		
Screwdrivers – greater than 7 inches in total length		
Wrenches – greater than 7 inches in total length		
Pliers – greater than 7 inches in total length		
Hammers		
Drills		
Signed Prohibited Items Security Statement	1	

Please Note:

- Airport Security must be notified within twenty-four (24) hours of any changes to the Approved Master inventory list, including the addition of new items.
- The concession tenant may not switch out a damaged prohibited item with a new item with first notifying Airport Security.
- The most current Approved Master inventory list submitted to Airport Security must exactly coincide with the items on premises.
- The most current Approved Master inventory list must be kept on premises at all times.
- By signing this document you and your employees agree to stay in compliance and know the location(s) of all Prohibited Items.

Concessionaire Management or Designee Name (Printed): _____ Date: _____

Concessionaire Management or Designee Signature: _____

Airport Security Inspector Signature: _____ Date: _____

Fax signed and dated forms to Airport Security at 303-342-4319

Prodesse

“to be beneficial”

Prodesse is the Latin origin of the German word *prost*, which is German for toast. I hope you will find this, prodesse.

A couple dines at your establishment on their way out of town to celebrate their anniversary. The server, cognizant of an opportunity to seize a sales opportunity, easily sells them on a champagne split to **TOAST** their many years together. \$12 in Mission Yogurt’s bank account. Great job! On the way to the table, the server is bumped into by a busser, two glasses as well as the champagne fall to the floor and break. The busser cleans it up and the server retrieves another bottle and more glasses and returns to the table to continue service.

What is the **TRUE** cost of this to your establishment?



Or is it? Yes, the actual cost of the materials lost in this transaction total \$15.56. This is already \$3.56 more than the retail sale and materials lost worth \$11.57. How many bottles of the same champagne do we need to sell to get the \$11.57 back?

\$12.00

minus 3.79 per glass x 2

minus 3.99 for the extra champagne

minus 30% labor

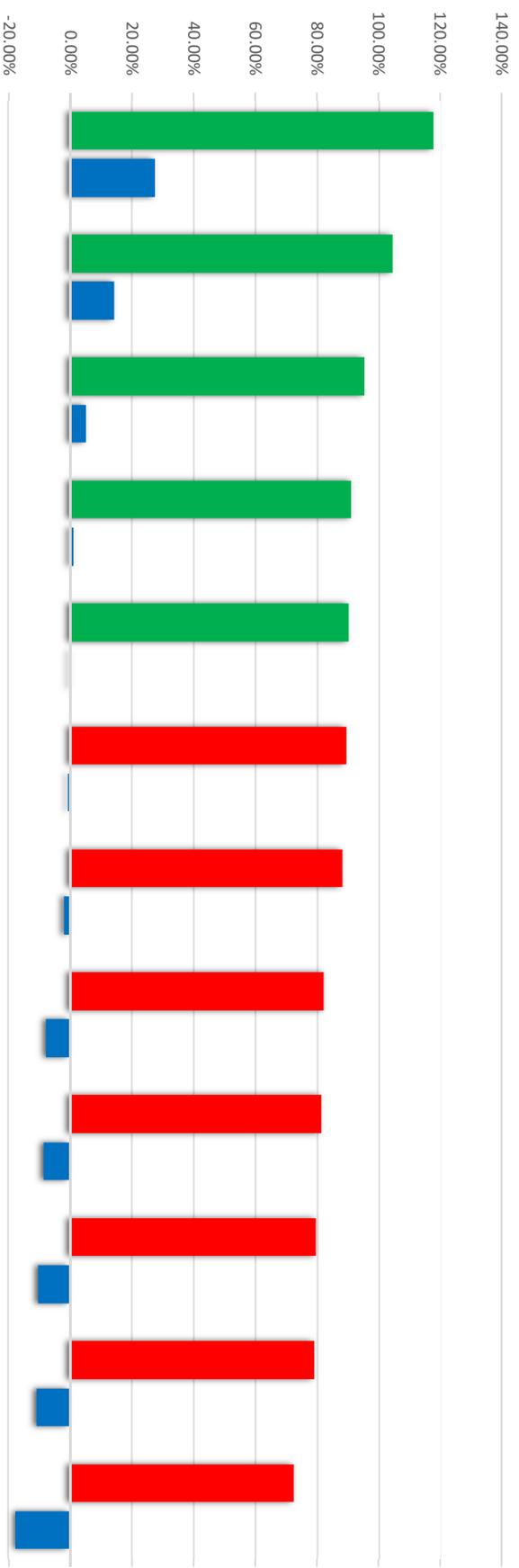
minus 15% occupancy (maybe more)

minus insurance, taxes, utilities, R&M, and on and on and on

The industry consensus is that for every dollar we generate, we put a nickel or less in the bank. On a \$12.00 champagne sale, we’ll see \$0.60. At sixty cents per sale, we’ll need to sell _____ more to break even on the original sale.

All money is not created equal. A hundred dollars in sales is \$100 less taxes and expenses. A hundred dollars in savings is \$100. Reinforce the importance of controlling costs every day. What you reinforce is what you get. - www.sullivision.com

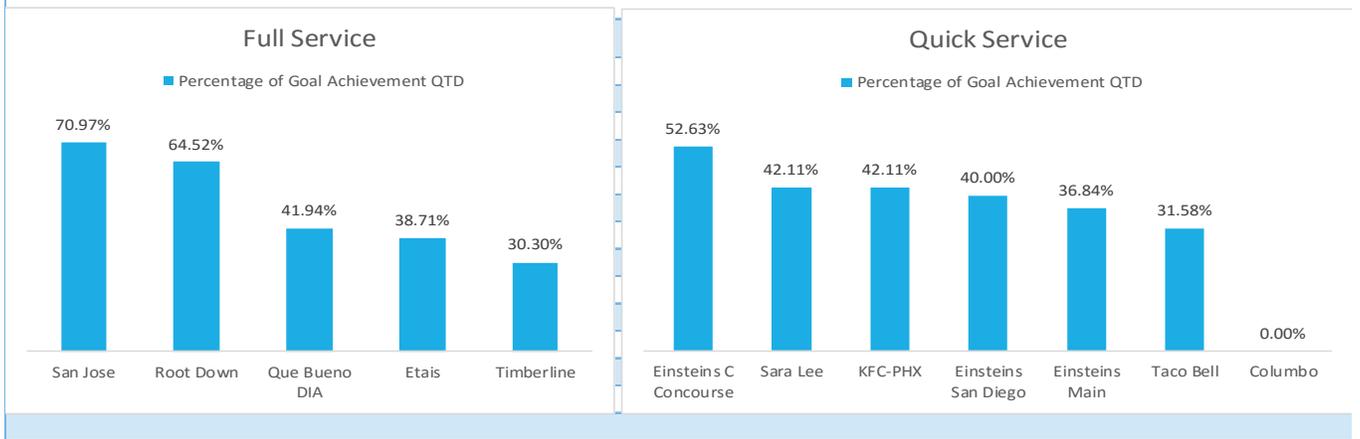
June 28 - 90%



Entity	Performance (%)	Over/Under (%)
KFC-PHX	117.62%	27.62%
SAN JOSE	104.42%	14.42%
SAN DIEGO	95.29%	5.29%
COLOMBO	91.12%	1.12%
ETAIS	90.30%	0.30%
ROOT DOWN	89.42%	-0.58%
QB DIA	88.15%	-1.85%
TIMBERLINE	82.21%	-7.79%
SARA LEE	81.48%	-8.52%
EINSTEINS MAIN	79.72%	-10.28%
TACO BELL	79.18%	-10.82%
EINSTEINS C	72.55%	-17.45%

Quick Service	Percentage of Goal Achievement QTD	Total Bonuses Earned to Date	Potential Bonuses to Date
Einsteins C Concourse	52.63%	10	19
Sara Lee	42.11%	8	19
KFC-PHX	42.11%	8	19
Einsteins San Diego	40.00%	8	20
Einsteins Main	36.84%	7	19
Taco Bell	31.58%	6	19
Columbo	0.00%	0	19

Full Service Store	Percentage of Goal Achievement QTD	Total Bonuses Earned to Date	Potential Bonuses to Date
San Jose	70.97%	22	31
Root Down	64.52%	20	31
Que Bueno DIA	41.94%	13	31
Etais	38.71%	12	31
Timberline	30.30%	10	33



Bevinco			
Store	Achiev	Availat	%
Root Down	11	12	91.7%
San Jose	9	12	75.0%
Timberline	5	12	41.7%
Etais	4	12	33.3%
Que Bueno DIA	2	12	16.7%

Labor			
Store	Achiev	Availat	%
San Jose	4	6	66.7%
KFC-PHX	3	6	50.0%
Root Down	1	6	16.7%
Etais	1	6	16.7%
Einsteins San Die	1	6	16.7%
Sara Lee	0	6	0.0%
Columbo	0	6	0.0%
Einsteins C Conco	0	6	0.0%
Taco Bell	0	6	0.0%
Einsteins Main	0	6	0.0%
Timberline	0	6	0.0%
Que Bueno DIA	0	6	0.0%

OT			
Store	Achiev	Availat	%
Einsteins C Cor	6	6	100.0%
Que Bueno DIA	6	6	100.0%
San Jose	6	6	100.0%
Sara Lee	5	6	83.3%
Einsteins Main	4	6	66.7%
Taco Bell	4	6	66.7%
Root Down	4	6	66.7%
Timberline	2	6	33.3%
Etais	2	6	33.3%
Einsteins San C	2	6	33.3%
KFC-PHX	1	6	16.7%
Columbo	0	6	0.0%

Net Sales			
Store	Achiev	Availat	%
KFC-PHX	2	2	100.0%
Einsteins San D	2	2	100.0%
Etais	2	2	100.0%
Root Down	1	2	50.0%
Que Bueno DIA	1	2	50.0%
San Jose	1	2	50.0%
Sara Lee	0	2	0.0%
Columbo	0	2	0.0%
Einsteins C Cor	0	2	0.0%
Taco Bell	0	2	0.0%
Einsteins Main	0	2	0.0%
Timberline	0	2	0.0%

Customer Services			
Store	Achiev	Availat	%
Sara Lee	2	2	100.0%
Einsteins C Conc	1	2	50.0%
Taco Bell	1	2	50.0%
Einsteins Main	1	2	50.0%
Einsteins San Die	1	2	50.0%
Root Down	1	2	50.0%
Que Bueno DIA	1	2	50.0%
Etais	1	2	50.0%
Timberline	1	4	25.0%
Columbo	0	2	0.0%
KFC-PHX	0	2	0.0%
San Jose	0	2	0.0%

Turnover			
Store	Achiev	Availat	%
Einsteins C Conc	1	1	100.0%
Sara Lee	0	1	0.0%
Columbo	0	1	0.0%
KFC-PHX	0	1	0.0%
Einsteins Main	0	1	0.0%
Root Down	0	1	0.0%
Que Bueno DIA	0	1	0.0%
Etais	0	1	0.0%
Taco Bell	0	1	0.0%
Einsteins San Die	0	1	0.0%
Timberline	0	1	0.0%
San Jose	0	1	0.0%

New Hire Packets			
Store	Achiev	Availat	%
Einsteins C Cor	1	1	100.0%
Einsteins Main	1	1	100.0%
Einsteins San C	1	1	100.0%
Etais	1	1	100.0%
KFC-PHX	1	1	100.0%
Que Bueno DIA	1	1	100.0%
Root Down	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%
Columbo	0	1	0.0%

New Hire Verifications			
Store	Achiev	Availat	%
Einsteins C Cor	1	1	100.0%
Einsteins Main	1	1	100.0%
Einsteins San D	1	1	100.0%
Etais	1	1	100.0%
KFC-PHX	1	1	100.0%
Que Bueno DIA	1	1	100.0%
Root Down	1	1	100.0%
San Jose	1	1	100.0%
Timberline	1	1	100.0%
Columbo	0	1	0.0%
Sara Lee	0	1	0.0%
Taco Bell	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.



July

Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.
					1	2
End Pay Prd. 27	 Independence Day		LYS Tasting Upslope Brewery			
3	4	5	6	7	8	9
	Pay Date 27 PVC Classes Breckenridge 8-5	PVC Classes Breckenridge 8-5			 Antonio Zarate	
10	11	12	13	14	15	16
End Pay Prd. 29			LYS Tasting Absolut PVC Classes Breckenridge 8-5	PVC Classes Breckenridge 8-5		
17	18	19	20	21	22	23
24 National Tequila Day End Pay Prd. 31	Pay Date 29		 Keyata Lewis			
31	25	26	27	28	29	30