

Weekly Newsletter

THE KENT COMPANIES

Making your life



Jan 14, 2021

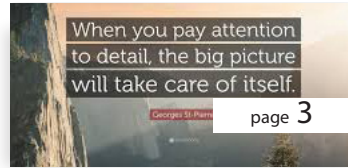
Period 1, Week 3

Mr. Payroll/Kent Car Wash



page 2

Corporate

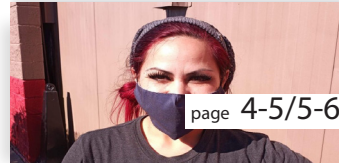


When you pay attention to detail, the big picture will take care of itself.

Georges St. Pierre

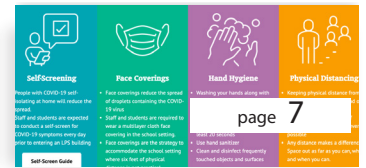
page 3

Kent Kwik/Food Service



page 4-5/5-6

Safety



page 7

page 1

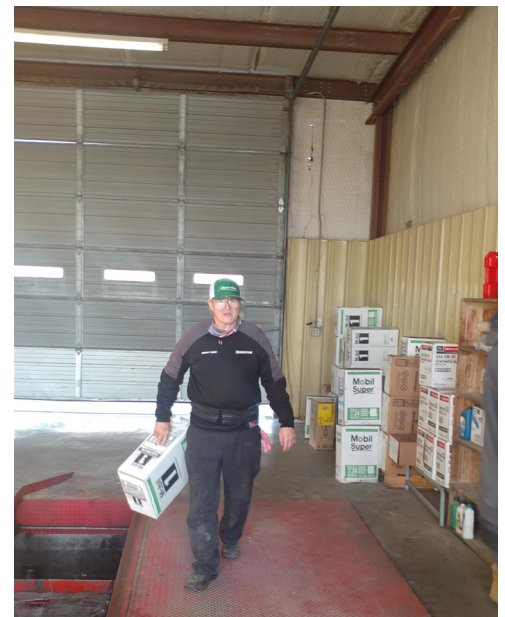
KENT TIRE NEWS



Bethany and Joy working the counter at Kent Tire 118! Good job, ladies.



Ed at the counter taking care of a Guest at Kent Tire 119!



Glen working the oil bay at Kent Tire 118!



Kevin and Jim getting a Guest set up with new tires at Kent Tire 119!

Tire Wear and Wheel Alignment



Alignment issues can be triggered by potholes, curbs, or heavy wear on your tires. Since this repair requires an alignment rack, it isn't a problem you can fix without a mechanic. Luckily, alignment issues are relatively easy to diagnose and inexpensive to repair, if you don't need to replace parts of your wheel assembly.

MR. PAYROLL NEWS



Congratulations to our week 2 Netspend sales winner, Rebecca Johnson! Rebecca sold 12 new cards last week. How did she do it? With that great smile and her awesome Guest Service. She selected the Chili's gift card for her winnings. We have 2 weeks & 2 gift cards left. Who will be the winner of week 3? It's a tight race so far this week. Tune in to next week's Newsletter to find out who wins week 3.



Love is in the air at Mr. Payroll 2302 and 2303. Both of these locations have their hearts out for Valentine's Day. Rosa, Liz, & Cristina are all ready and waiting for cupid to stop by, cash his income tax check and shoot an arrow their way.



Tamyra from Mr. Payroll 2315 got a brand new little cutie. His name is Tuts. Tamyra says that they are still adjusting to their newest family member.



Speaking of new pets, Liz at Mr. Payroll 2302 wanted to share a picture of her niece with her new little kitty. The smile on her niece's face tells you that it is just what she wanted.

KENT CAR WASH NEWS

Lisa at 2316 sent this picture to me and I just had to include it. His name is baby Snickers. How cute is he in his jellyfish pj's?



Little bit of fun with the snow at the car wash! But now that the snow is gone come see us to get all the road grime off your car!!

CORPORATE NEWS

Kent Team,

Convenience store, food service, and vehicle maintenance operations may be the ultimate Team Sport! For us to remain successful and to reach our true potential as a company, we need everyone on the Team performing their assigned responsibilities with a true sense of purpose. No matter what your position is on the Team (C-Store Team Member, Delivery Truck Driver, Pump Cleaner, Mechanic, etc.), by doing your job well, and paying attention to the details, you enable the Team to achieve our ultimate goal- Provide our valued Guest with a high level of service and an OUTSTANDING experience that BRINGS THEM BACK to our business again and again!

In case you have not noticed, times are a little tough right now. The economy is slow and COVID is still a reality for everyone. Our Guests have a choice. Whether in Texas, New Mexico, Oklahoma, or Tennessee, we have very capable competitors all around us and our Guests have a choice; us or them.

What makes us better than our competitors? You do! Our Kent Team. You pay attention to the details! The little things that make us better than our competition; consistently CLEAN businesses, consistently CLEAN bathrooms, fully STOCKED shelves and coolers, and most importantly FRIENDLY Team Members! We greet every Guest and say, "THANK YOU!" because we value every GUEST and understand they have a choice of where to spend their hard-earned dollars.

The little things matter. No matter what position you are in on the Team, be on your game and pay attention to the details. Do your job with a sense of purpose! See your business through the eyes of our Guests. Create the awesome shopping experience and Guest service that keeps bringing them back!

See you on the deckplates!

Very Respectfully,

Todd M. Watkins

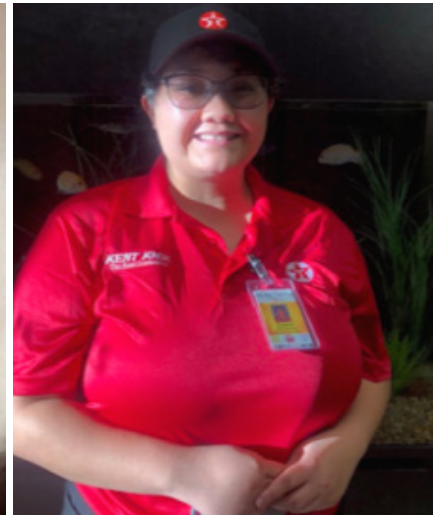


KENT KWIK NEWS

Welcome
To the Team!



Meet Kirstie and Brianna, our new weekend Team Members!



Meet our new Team Members for the week! Gary, Cohaven, Zulema and Evangelina!

Here are the \$100 pay out incentives of Period 13 for scoring 100% on your Mystery Shop. This is extra money earned for taking care of your Guests. Several Team Members Scored more than one 100% so they received several \$100. How awesome is that?!

Period 13 Mystery Shop					
Store #	Name	Total			
202	Trista	\$100	315	Christopher	\$100
208	Jocelyn	\$200	315	Raul	\$100
211	Cadence	\$100	316	Danne	\$100
216	Morgan	\$100	318	Journey	\$200
218	Tracie	\$100	401	Dolores	\$100
218	Priscilla	\$100	401	Dolores	\$100
262	Jennifer	\$100	403	Addis	\$100
301	Francis	\$100	410	Bradley	\$100
302	Dana	\$100	501	Erin	\$100
302	Camereon	\$100	501	Jay	\$100
304	Earl	\$200	601	Nickolas	\$100
308	Nallely	\$100	601	Jennifer	\$100
309	Polliann	\$100	610	Zachary	\$100
309	Joseluis	\$100	610	Margaret	\$100
312	Angel	\$200	614	Samuel	\$100
			615	Janet	\$100
			801	Shae	\$100
			804	Brandie	\$100

38 100% 0

TESTS COMPLETED OVERALL SCORE ACTIONS REQUIRED
Great job to Stores 311, 318, and 431 for scoring a 100% on their Safety Inspections. All stores should join this list, don't miss the little things, that's what makes the difference!

GREAT JOB
TEAM!

KENT KWIK NEWS



Our Team Members were super busy all while having fun selling Power Ball and Mega Millions tickets!



Colby at store 319!



Abiola at store 311!



Donovan at store 302!



Briana at store 306!



Nallely and Brianna at store 308!

FOOD SERVICE NEWS



Meet our new Server at Huddle House 725, Sonya Muro!! She is hardworking and such a great Team Member!!!



We would like to recognize Jennifer Willis for being an outstanding employee. She shows up to work everyday on time, in uniform, she always stays busy and I never just see her standing around. She knows how to do a little bit of everything and doesn't mind helping out wherever she can!



FOOD SERVICE NEWS



Amber Lucas taking care of our game wardens at Huddle House 805.



Kat helping a Guest celebrate their 78th birthday! Awesome.



Huddle House 930 wants to recognize Amanda for getting some positive feedback from another new regular! Great job!



Thank you, Anna. She is always willing to do whatever is needed!



Thank you Cruz for always making sure we have our Guests favorite Polar Pizzas ready to go!



Rustic Cafe 501 started a new spec on hot syrup for our Guest. Yum!



Rustic Cafe 315 appreciates these ladies for serving our Guests with smiles and great service!



Rustic Cafe 440 appreciates Savannah and wishes her luck on returning to college!

SAFETY NEWS

Safety action of the week – Do not let your guard down!

Who likes to drive fast and always set the cruise control a couple MPH over the speed limit? It is easy to do and before too long you are comfortable speeding all the time, until you get caught. True story: I know a guy who received 2 speeding tickets within about 45 minutes of each other and if you have been around the company for a few years, you have met him also. Back to my point, we as a company cannot let our guard down against fighting off COVID.

COVID is still here and from what I am reading is not going away any time soon. Kind of like speed limits. We all must continue to do our best to prevent ourselves from contracting COVID and to prevent the spread of COVID. Just like cities, counties and states posting speed limit signs, we are going to continue to talk and write about how to help stay safe during this time.

- Wear your face covering properly at all times (covering mouth and nose)
- Wash your hands several times a day, with soap, for at least 20 seconds
 - * Always before you eat
 - * Always before you exit the restroom
- Keep your distance whenever possible (6ft rule)
- Cough or sneeze into your elbow
- Sanitize high touch areas!

Remember, that everybody can be a leader. If you are doing your part then you are leading by example. Encourage your Team Members and family to do the same. We appreciate each member of our Team. Stay safe. Stay covered. Stay clean. Follow the speed limit.

Until next week,

The Safety Guy

 Self-Screening • People with COVID-19 self-isolating at home will reduce the spread. • Staff and students are expected to conduct a self-screen for COVID-19 symptoms every day prior to entering an LPS building Self-Screen Guide	 Face Coverings • Face coverings reduce the spread of droplets containing the COVID-19 virus • Staff and students are required to wear a multilayer cloth face covering in the school setting. • Face coverings are the strategy to accommodate the school setting where six feet of physical distance is not practical.	 Hand Hygiene • Washing your hands along with cleaning and disinfecting surfaces frequently touched will reduce the spread of COVID-19 • Wash your hands frequently for at least 20 seconds • Use hand sanitizer • Clean and disinfect frequently touched objects and surfaces	 Physical Distancing • Keeping physical distance from others will reduce the spread of COVID-19 • Maintain three to six feet of distance from others whenever possible • Any distance makes a difference. Space out as far as you can, where and when you can.
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