

Weekly Newsletter

THE KENT COMPANIES

Making your life



Feb 4, 2021

Period 2, Week 2

Corporate/Kent Car Wash



page 2/3

Kent Tire/Loss Prevention



page 4/5

Mr. Payroll/ Food Service



page 6/7-8

Kent Kwik/Safety



page 9-11/12

page 1

CORPORATE NEWS

Kent Team,

We recently had two groups of Distinguished Visitors in the Midland/Odessa area. We visited numerous Kent C-stores and Food Service locations. Our businesses looked outstanding. Thank you! Your hard work and attention to detail were very evident. Do not let up!

Continue to make constant incremental improvements in your business. I encourage everyone on the Team to see their business through the eyes of our Guests. What does the Guest see and experience when they walk through the front door? Do they get a friendly greeting, every time? Are we super clean with our coolers and shelves well stocked with merchandise? Do our bathrooms have plenty of paper towels, TP, and hand soap? In our restaurants, is the food hot, tasty and served in a timely manner?

Whether you are a Manager or an entry level Team Member, we must all understand the importance of seeing our business through eyes of our Guest. In our business, details matter. One little thing... like being out of paper towels or a bathroom being dirty can be the difference between gaining a loyal Guest or losing a customer forever. Stay after the details.

Never quit improving! You are making a difference. See you on the deckplates!

Very Respectfully,

Todd M. Watkins

DETAILS MATTER.
Details differentiate.

CORPORATE NEWS

HAPPY WORK ANNIVERSARY!



On Tuesday Barbara celebrated her 50th year work anniversary! Barbara has worked for The Kent Companies since 1971. Thank you, Barbara, for all your years of service and the dedication you continue to show us everyday! And also a big thank you to Baskin Robbins for the beautiful and delicious ice cream cakes!



Happy 19th year work anniversary to Spanky! Spanky has been with The Kent Companies since 2002! Thank you, Spanky, for your hard work and dedication.

KENT CAR WASH NEWS



Meredith, Katie and I spent our Friday afternoon wrapping this piece for the Car Wash! It turned out better than we expected! It was a fun challenge we took on!



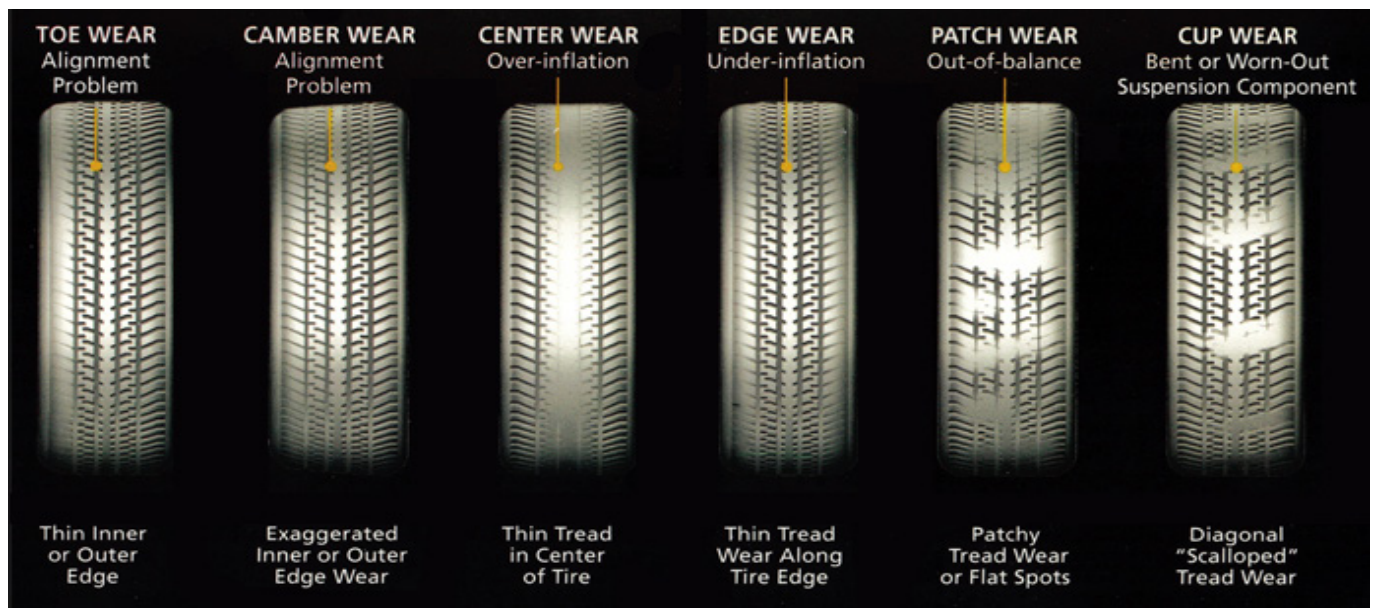
KENT TIRE NEWS



Eddy with a new tire at Kent Tire 119!



Otis at Kent Tire 118 working on a tire repair!



Tire wear can indicate a worn steering or suspension component, an over or under inflated tire, or a misaligned vehicle. Tire is feathered: When the tire is feathered across the tread, the tie rods are worn or the vehicle needs to be aligned. Make sure you keep an eye on your tires, specially when headed out of town!



LOSS PREVENTION NEWS

Say NO to Scammers!!!!

Things to look out for:

- Calling from unknown Numbers
- Will usually know a Corporate employees name as this information is available on the internet.
- Trying to rush you to complete the scam.
- Asking how much money you have in the store.
- Ask you to drop or vend tubes from safe.
- May try to threaten you with jail.
- Will ask to have money wired or purchase a gift card.



What to do if you receive a scam call:

- Record the number if you have caller ID.
- Ask for a name.
- Do not tell them how much cash you have in the registers or safe.
- Hang up as soon as possible and report the incident to your Store Manager or Field Coach and fill out a LP incident report on the computer.

Reminder!!!! No one from The Kent Companies or a Vendor will ever call and ask for you to send money, count money, access safe or tubes or ask to run a transaction on any of the machines! It's a scam!!! Don't be a victim!!!



MR. PAYROLL NEWS

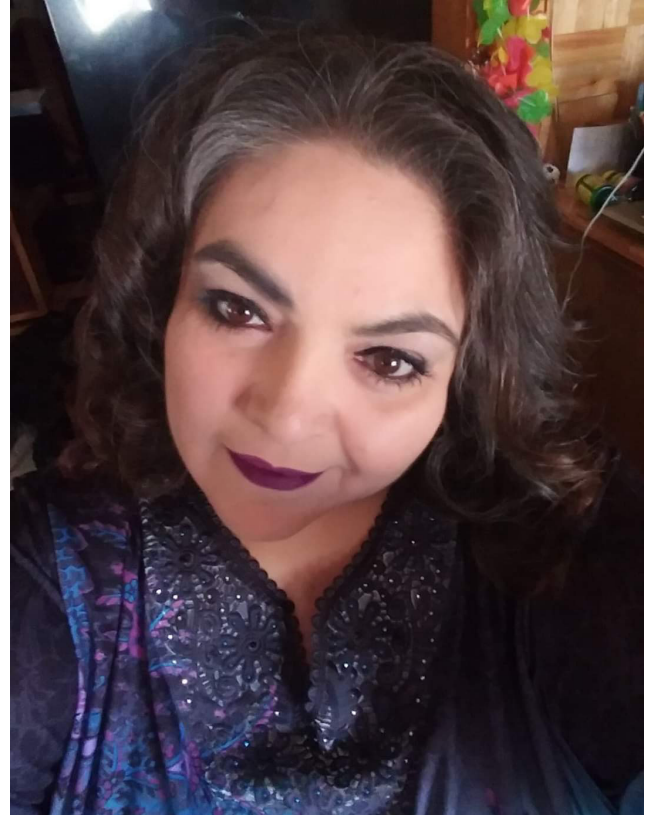


I am very pleased to announce that the winner for our last week of the competition is Miss Nell. The gift card to Texas Roadhouse was her choice when she won week 3. Now that she has won week 4 also, she gets the gift card to Outback Steakhouse. Miss Nell, remember my name when you are trying to decide who will be your dinner date. Congratulations!

CONGRATULATIONS!

Our next contest is going to be something new & a little different. It will begin on Monday and last for 4 weeks. I won't announce it, just yet. But I will give you a couple of hints. #1 You won't be selling one thing in particular, you will mainly be selling yourself & all of your services. #2 Just google it.hmmmm, stay tuned for more details.

WELCOME BACK!



We would like to give a HUGE welcome back to Cindy Young at 2318 this week. You may remember Cindy spent her entire 2020 in recovery of some sort; first with a very serious surgery, then she had to be hospitalized with Covid-19 & pneumonia. Last year really put her thru the ringer. I am very happy to say that she now has her doctor's blessing and is able to return to work. Welcome back, Cindy! We missed you!

FOOD SERVICE NEWS



Rochelle was visiting our long time regular, Gloria. Gloria has been having breakfast at Huddle House since we opened!



Emlyn Jansa is with Kristi Jansa and Earnest Smith.

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Such a starving boy. French toast, egg and ketchup and sausage and Mersaydies juice mixture. Visiting with Terri. Poor baby boy never gets attention at HH.



Shout out to Mersaydies and Terri for their special attention to even our little Huddle House buddies at 805!



Thank you, Cassandra for all your hard work you do at Baskin 1492!



Rustic Cafe 315 wants to welcome Vanessa to the Team!

FOOD SERVICE NEWS



Rustic Cafe wants to welcome back Danielle!



Made Maria's day at 319 by presenting her with her Manager's badge. It's the little things that matter and the least we can do for all her hard work and dedication!

HUDDLE HOUSE.

We encourage you to complete this card so we may know how your visit went. We are committed to being your restaurant choice.

SERVICE:

- Upon entering were you greeted in a manner that made you feel welcome? ☒ Yes ☐ No
- How long did it take for your server to acknowledge your table? Instantly ☒ Yes ☐ No
- Was the server knowledgeable and helpful? ☒ Yes ☐ No
- How would you rate the speed in which you received your order?
☒ Very Fast ☐ Fast ☐ Average ☐ Slow
- Did a manager stop by your table to check on your needs? ☒ Yes ☐ No

QUALITY:

- How would you rate the quality of your food? (1 being bad and 5 being great) 5
- Was the food presentation appealing? ☒ Yes ☐ No
- Did you receive your food the way you ordered it? ☒ Yes ☐ No

Comments: Feastastic food as always

CLEANLINESS:

- How would you rate overall cleanliness of our restaurant? ☒ Excellent ☐ Good ☐ Fair ☐ Poor
- Were the restrooms clean and stocked? ☒ Yes ☐ No

OVERALL:

- How would you rate your dining experience? ☒ Excellent ☐ Good ☐ Fair ☐ Poor
- Based on your visit, will you return to Huddle House? ☒ Yes ☐ No
- Would you recommend Huddle House to your friends? ☒ Yes ☐ No

COMMENTS: Chelsea is always so very friendly and is an excellent waitress

Name: Brooklyn Menden
 Address: 1300 Buchta Rd Apt 215
 City: Ansonia State: TX Zip: 77515
 Home Phone: 979-367-8247 Date: 1/9/20 Time: 8:00 ☐ AM ☒ PM

591 wants to recognize Chelsea Breadlu for getting a great review from a Guest! Awesome!



New valentines unicorn by Abie Skinner!

 Delicious
as it Looks

KENT KWIK NEWS



Our hard working Team Members in gear keeping our locations to be the cleanest in town!



Porters Evan and Elsa going above and beyond by cleaning across the street from store 315. Great job on taking care of the little things!



Our Marketing Team -Alex, Tracy and Frank, all in action to create a WOW factor in impulse additional sales. Thank you, Marketing Team for supporting our Stores, Team Members and our amazing Guests!



Jessica with Accounting learning how to scan paperwork. We are all one Team!!!



Are you ready for Super Bowl Sunday? Who will win, Chiefs or Buccaneers ?

KENT KWIK NEWS

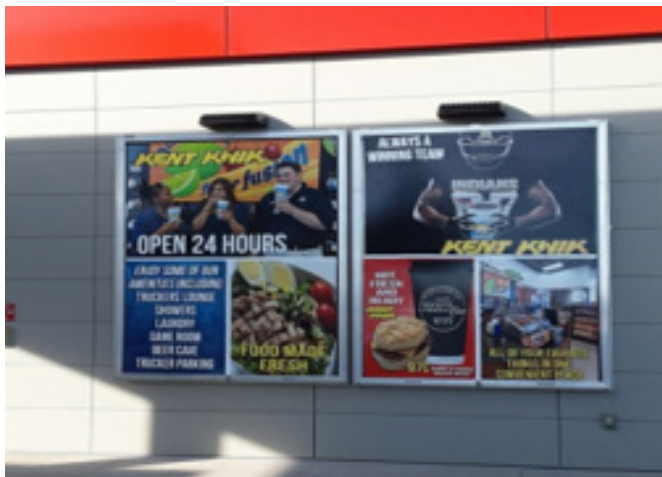


Jeanettia is all smiles. Donuts help everyone smile!

Smile



The Team at store 614 are all about taking care of the Guests. Their vision is to do what it takes to bring them back. Here's an awesome complement that was sent on this Team, "My family and I come to this store just about every day and I just want to say thank you and give a shout out for amazing service every time. Always friendly and respectful".



A big thank you to Raul Bocanegra from 315! He helped put this awesome signage up in Haskell and is always smiles and has a fantastic attitude! A special shout out to Brand Development for ALWAYS helping us look good, you girls ROCK!!



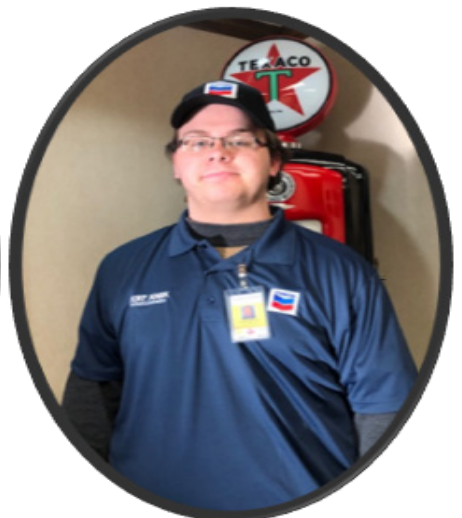
KENT KWIK NEWS



A "Thank you" cake for doing an awesome job for maintaining our Kent Kwik Company Standards. To be a "Guest driven Quality Power Retailer".



**WELCOME
TO THE
TEAM!**



Welcome our new Team Members of the week Dedra, Steven, Richy, Jesus and Johnathon. Welcome to our family!

SAFETY NEWS

Safety action of the week – COVID-19 Vaccine

CVS pharmacies announced that they will begin to accept appointments for the COVID vaccine. You must fall into the phase 1a or phase 1b category in order to receive the vaccine from CVS. They plan to begin administering the vaccine at their pharmacies beginning February 11th. CVS.com is showing the vaccine is offered at no cost with insurance or federal program for uninsured. If you would like to register, please visit cvs.com beginning February 9th.

What is Phase 1a and 1b?

Phase 1A: Front-line healthcare workers and residents at long-term care facilities

Phase 1B: People 65+ or people 16+ with a health condition that increases risk of severe COVID 19 illness, including but not limited to:

- Cancer
- Chronic kidney disease
- COPD (chronic obstructive pulmonary disease)
- Down Syndrome
- Heart conditions, such as heart failure, coronary artery disease, or cardiomyopathies
- Organ transplantation
- Obesity
- Pregnancy
- Sickle cell disease
- Type 2 diabetes

If you are looking for another facility to receive your vaccine. Please checkout the websites of Walmart, walgreens and united pharmacy. They all show that vaccines are on their way! Stay safe. Stay covered. Stay clean.

Until next week,

The Safety Guy

