

Weekly Newsletter

THE KENT COMPANIES

Making your life



Apr 1, 2021

Period 4, Week 2

Mr. Payroll/ Kent Tire



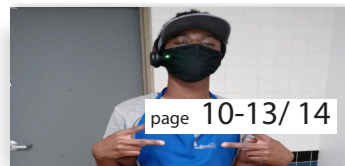
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CORPORATE NEWS

Kent Team,

We frequently hear from leadership how important it is to “see your business through the eyes of our Guests.” No doubt, our Guests should be seeing clean facilities and smiling faces greeting them when they walk into one of our business.

While “seeing” through the eyes of our Guests is important, “hearing” and understanding what our Guests hear is equally important. What we say to our Guests is VERY important.

Here is an example of how our words matter:

A Guest walks into a business and is greeted by a Team Member that says in a very curt tone, “We aren’t taking any orders right now.” What did the Guest hear? The Guest heard, “we don’t care if you are hungry, and we don’t want your business. We are not going to serve you.”

What if the Team Member had said this instead? “We just got our electricity back on and we are getting the kitchen back in order. It will be a few minutes before we can start cooking, but if you would like to have a seat, we will get you taken care of as soon as possible.” The Guest heard, “These folks want to take care of me. The delay is due to a power issue and they will be ready to serve me soon.” Hearing those words made the Guest know that our Team cares! It also made them stay and possibly earned us a loyal Guest.

Think about what you say in front of our Guests. They are in our stores to “make their life easy.” They do not need hear ANY negative conversation during their visit. Even if you are having a bad day, put a smile on your face and have kind words while interacting with a Guest. Your words matter!

Stay safe and continue providing excellent service to our valued Guests!

Very Respectfully,

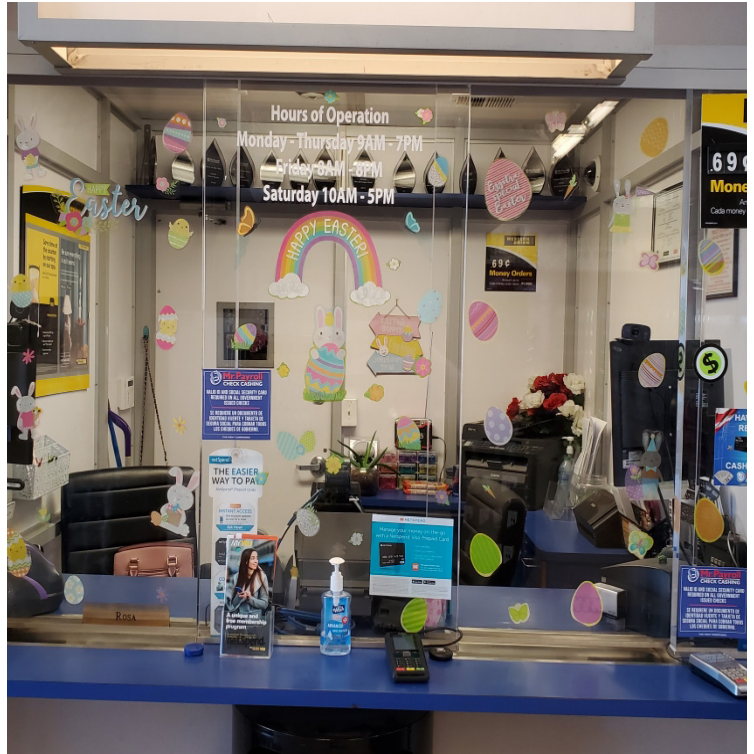
Todd M. Watkins

MR. PAYROLL NEWS

WELCOME TO THE TEAM!



Adriana is our newest addition to the Mr. Payroll Team. She has been training with Araceli at #2203 and is doing a great job. We are so thankful that she chose to be a part of our family, and we are so lucky to have her. Welcome Adriana!



Rosa and Liz at 2302 are both very eggs-ited for the Easter Bunny. They have their booth all chick-ed out and tricked out with really cute decorations. Hop on by and take a look. Great job, ladies-looks eggs-ellent!!!



Rebecca Johnson at Mr. Payroll 2301 celebrated her birthday this past Wednesday. Her cousin took her out to a nice lunch, she got a beautiful purse from her daughter, and some gorgeous flowers from one of her Guest! That sounds like a lovely way to observe this special day. Happy Birthday Rebecca!

KENT TIRE NEWS



Bethany stocking the Guests drink fridge for Kent Tire 118!



Jim getting rid of old Guest tires at Kent Tire 119!



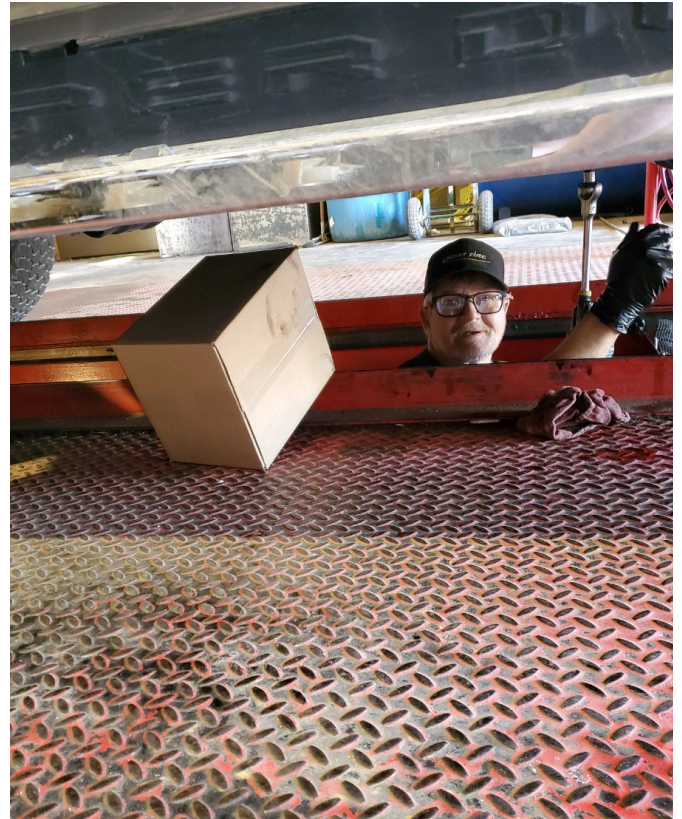
Mayo pulling out another set of Tires at Kent Tire 118!



KENT TIRE NEWS



Kevin repairing a Guests' tires at Kent Tire 119!

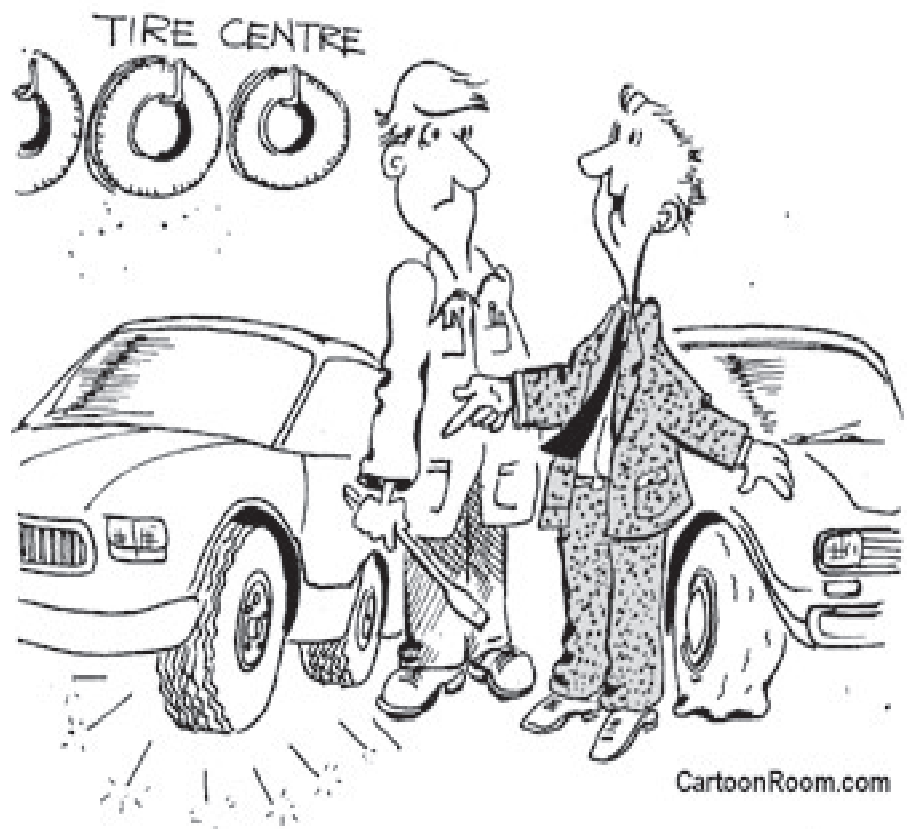


Glenn changing oil at Kent Tire 118!

Why do we rotate tires?

A poor alignment or unbalanced tires can also cause uneven wear. Rotating tires keeps them from wearing unevenly.

That will make your ride smoother and handling safer. And it extends the life of your tires, saving you time and money in the long run!



I'D LIKE THE TIRES ROTATED... BETTER STILL, ROTATE THEM WITH THAT GUY'S.

HR NEWS

WELCOME TO THE TEAM!



WELCOME MR.C's Convenience Stores to the family! We are so excited to announce that our Family has grown by 6 new stores in Mineral Wells, Weatherford and Graford, TX!! Last week HR had the opportunity to meet all of the Team Members and host welcome meetings. It is a great group of people and we are lucky to have them come on board. Please help us welcome them!!!

HR NEWS

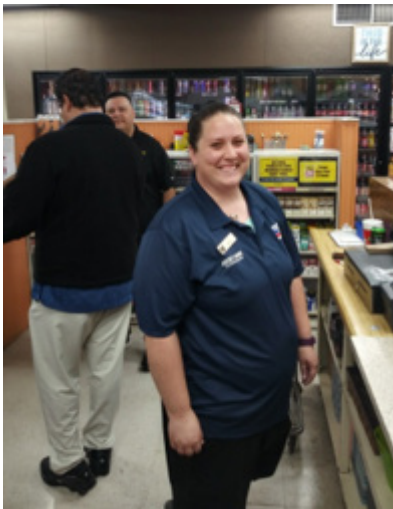
WELCOME TO THE TEAM!



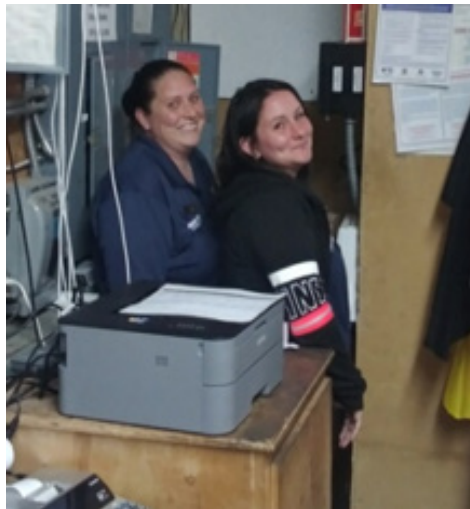
This is Cindie and Jessica from 467. Cindie is the store manager and Jessica is the cook for their deli!



Autumn and Crystal at store 461 !



Store Manager at 468!



Emilee, Manager at store 468 is teaching Team Member Kaycee how to print a fuel reading!



Shanna Johnston Assistant Manager at Store 462!

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CONSTRUCTION/ GROWTH

We are growing!!

Did you know about all of the growth that is happening within The Kent Companies?

- In September, we added Spike Corner in Midland, TX. This will be a tear down and rebuild convenience store with large deli presence.
- In October, we added 4 new convenience stores and 1 Truckstop with Restaurant in Tennessee (making that our 4th state under our umbrella)
- As of Monday, we added 6 new convenience stores in Weatherford and Mineral Wells
- Also growing is our commissary in Midland. We are expanding the commissary to be able to deliver more delicious food to our stores.

-Currently under construction:

- Kent Kwik 219 Truck Stop in Odessa, TX (opening in June)
- Kent Kwik 220 Convenience Store in Odessa, TX (Opening in April)
- Huddle House 1079 in Odessa, TX (Opening end of April/early May)
- Kent Kwik Truck Stop and Huddle House in San Angelo (broke ground a few weeks ago and opening end of October)
- Kent Lube 126 and Kent Car Wash in Midland, TX (opening in August)
- Adding a Kent Car Wash at store 317 in Midland, TX (opening end of June)
- Currently Remodeling: Kent Kwik 410, 411 and 412
- And more to come!

(Progress pictures on next 2 pages!)

As you can see, we have no plans of slowing down. With multiple projects in the works, we are excited for what this means not only for the company but for all of our Team Members. With new stores, that means more opportunities for growth across all levels within our organization!



CONSTRUCTION/ GROWTH



Avis Lube 126 - Midland



Kent Car Wash 126 - Midland



Huddle House 1079 - Odessa



Kent Car Wash 317 - Midland



Kent Kwik Travel Center 219 - Odessa

CONSTRUCTION/ GROWTH



Kent Kwik 220 - Odessa



Huddle House 1107 - San Angelo

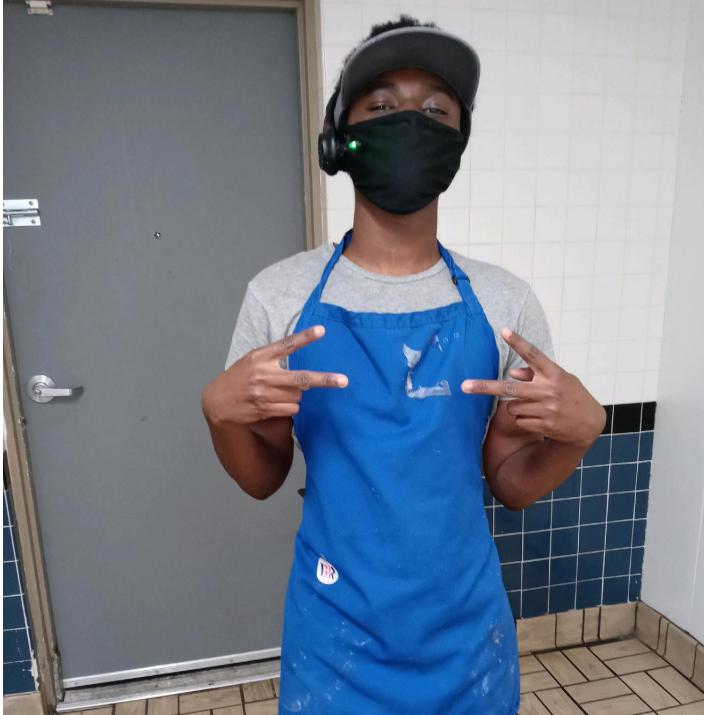


Kent Kwik 433 - San Angelo

EXCITING NEWS!

FOOD SERVICE NEWS

HAPPY BIRTHDAY!!!



Happy 18th birthday Dyonte from Baskin 1491!



Some great cakes coming from Baskin 1492!!

CONGRATULATIONS!!!

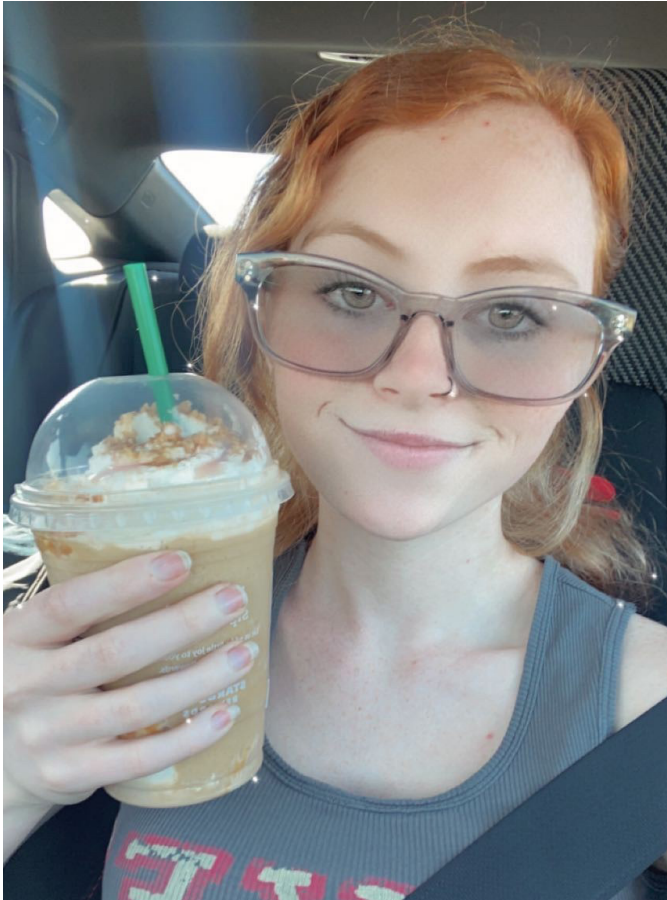


Dawson Murdock has a work anniversary coming up as well as graduating from Greenwood High School in May 2021!



Mrs. Stephanie Wright has a work anniversary coming up, she's been with us for a year now!

FOOD SERVICE NEWS



Lauren Huber is enjoying her Starbucks from the gift card she won from the leprechaun cones contest!



Huddle House 930 would like to welcome our new Team Member, Annabree! Pictured training with Elvira and Evette and doing an amazing job on her 5th day here!



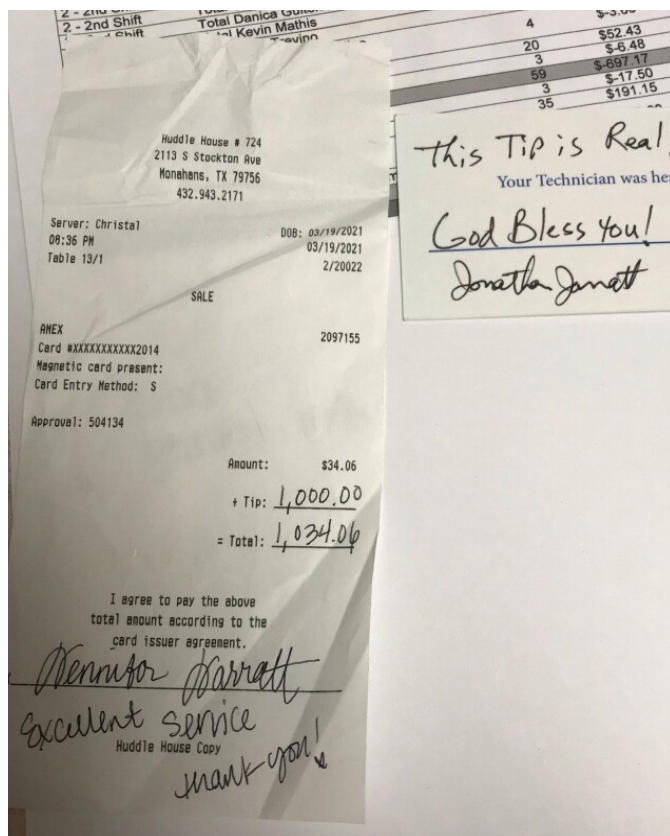
Congrats to Danica on her promotion to Assistant Manager!!



FOOD SERVICE NEWS



A big thank you to Trinity and Taryn for coming up with a solution and fixing it on their own at our 805 Huddle House! Even though Zena was sleeping on the job, it's great knowing we have Team Members that will step up (she wasn't actually sleeping, we just couldn't miss the opportunity to use this pic!)



Christel got a \$1,000 tip at Huddle House 724 last week!!!

FOOD SERVICE NEWS

CONGRATULATIONS!!!



Aracely and Qiana are our new shift leaders at Rustic Cafe 315!!!



April getting refills for our Guests at Rustic Cafe 440!!



Keyava explaining some great items off our menu at Rustic Cafe 501!

== Skillful ==
SERVICE
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SMILE

SAFETY NEWS

Safety action of the week – Easter Safety Tips

1) Be Mindful of Choking Hazards

Small candy and toys with small pieces are choking hazards for kids. To minimize choking risk, give out age-appropriate candy and toys and keep an eye on little ones at all times.

2) Practice Egg Safety

Eggs are a potentially hazardous food that can carry and spread disease-causing bacteria if not stored or cooked properly. To promote egg safety during your Easter celebration, put the following tips into practice:

- Always keep eggs refrigerated before boiling them for Easter decorating or painting.
- Do not eat or cook eggs that are cracked or have been unrefrigerated for more than two hours.
- If decorated eggs are left at room temperature for hours or days, do not eat them.
- Always wash your hands when handling eggs, especially between cooking, cooling and dyeing.

3) Hunt Safely

Plan a safe Easter egg hunt. Do not hide eggs near electrical outlets or light sockets, around glass, in plants that have thorns or in holes in the ground. Additionally, be mindful of children's age differences when planning egg hunts. If there is a risk of older, bigger children accidentally hurting smaller, younger children during the hunt, consider having separate egg hunts for different age groups.

4) Be Careful with Easter Critters

Avoid purchasing animals as Easter gifts. Chicks and bunnies may be cute and cuddly, but they can carry bacteria that can make your child sick. Children do not have fully developed immune systems, which means they face a higher risk of illness than adults. If your children touch any type of pet, teach them to wash their hands before touching food or their eyes or mouth.

5) Keep Food Allergies in Mind

Protect family members and friends who have food allergies. Candy that is free of dairy, peanuts and gluten is readily available at most grocery stores. Additionally, snacks like popcorn, gummy bears, and cheese crackers are great alternatives to products that contain chocolate or nuts.

Stay safe. Stay aware. Stay clean.

Until next week,

The Safety Guy



KENT KWIK NEWS

HAPPY BIRTHDAY!!!



Join me in wishing Happy Birthday to Elissa from store 615. Happy Birthday Elissa!!!!



Netty helping Barbara with boxes! Teamwork!



Terry and his Team at store 410 having a store meeting!

Great job to stores 311, 319, 410 and 412 for scoring 100% on their Safety Inspection. Nice open aisles, clean counters and hand sanitizer available is a great way to welcome Guests and keep a safe store. Keep up the great work!!



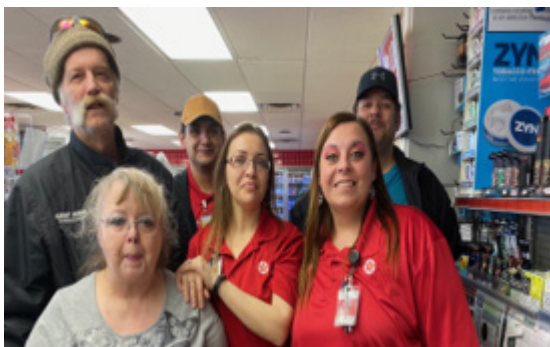
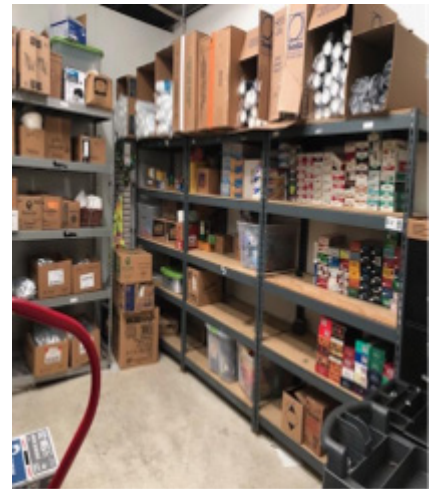
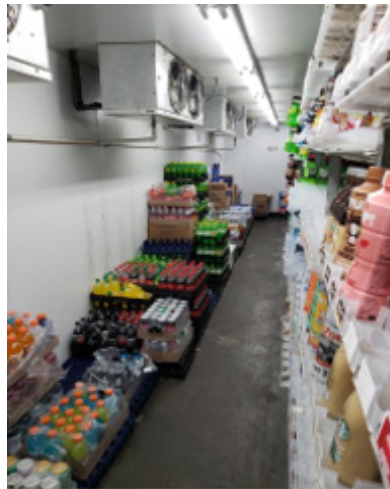
Priscilla at store 218 loves kids. She gives them gifts [toys, coloring books or little unicorn tiaras] when they come in. Kids really look forward to seeing her. Great job Priscilla!!!

KENT KWIK NEWS



We hit Regal three years in a row!!! This is an AWESOME accomplishment. Way to Go!!! To hit Regal, we must average in the high 90's on our Customer First and Image inspections. This is not an easy accomplishment; it takes every store's Team to give 100%! Congratulations to everyone and lets go for 4 in a row!

A challenge was given to the stores to get the backrooms and vaults cleaned and organized and not only for audits. Everyone did an awesome job. Here's store 902's vault and store 312's back room. A Big Thank You to everyone and lets keep it up, they look GREAT!



I would like to take a minute to thank my Team for sticking with me through the good, the bad and the hardest of times. I appreciate them more than they will ever know. Jeffrey Otto, John Anaya, Darrell Hardeman, Barbara Yauck, and Brandie Monreal. I couldn't do this day to day without you all. Again, thank you so much. All of you are not just my Team Members you all are my family.

-Misty



Mr. Bruce, who is handicap, called the office to compliment Kencie at store 410. He wanted us to know how much he appreciated her for helping him out. Great job Kencie, keep up the great work!!

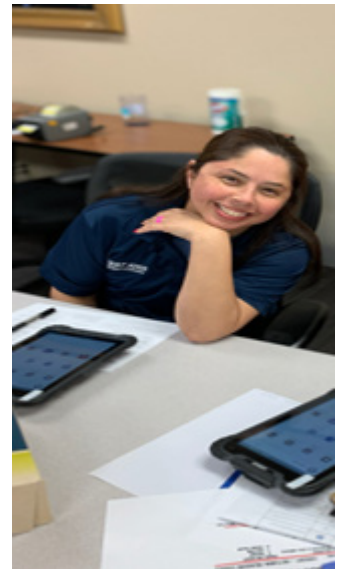
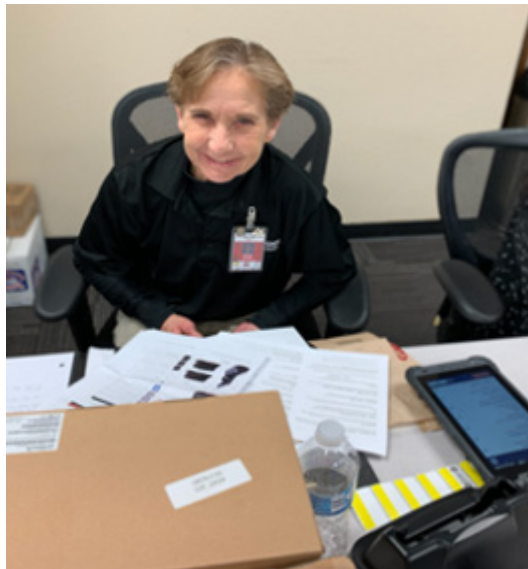
KENT KWIK NEWS



The ops Team recapping a great day in Mineral Well welcoming our newest Teams!



Jerry making our first deliveries to Mineral Wells!



For our throw back Thursday here's Paula, store 303 and Priscilla, store 301 a year ago, learning about McLane, our then new grocery vendor.

MARKETING NEWS



Congratulations to Blair and Alex Garoutte on their newest addition to the family! Meet Cade Michael Garoutte! Born on March 23rd! Such a sweet angel!

**New
Kent Kwik
merch!
visit
kentkwik.com/merch/
to order!**

KENT KWIK

We are excited to announce the launch of our new merch line. You can now get Kent Kwik t-shirts, socks, hats and more. Visit our website to view the entire line and place your order -

<https://kentkwik.com/merch/>