

Weekly Newsletter

THE KENT COMPANIES

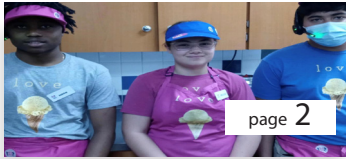
Making your life



Apr 22, 2021

Period 5, Week 1

Food Service



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Car Wash



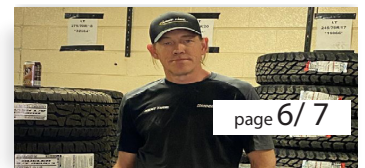
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Kent Kwik



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Safety/ Kent Tire



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FOOD SERVICE NEWS



Newsletter shout out to Charlie He has been a huge TEAM PLAYER from day 1. He helps in every way he can. He stays a little later to make sure the cook line area is spotless, stocked and all day dots are current. HE IS A ROCKSTAR!!



Commissary is doing an amazing job moving this new product out to the stores!! Can't wait to see what these new items do to help our stores continue to build sales!!



Thank you to Jori Strobe not only are you a great big sister, but your customer service is off the charts! Thank you for all your kindness, and big caring heart!

FOOD SERVICE NEWS



Chloe always making sure our hotbox is completely filled for our Guests at Rustic 315.



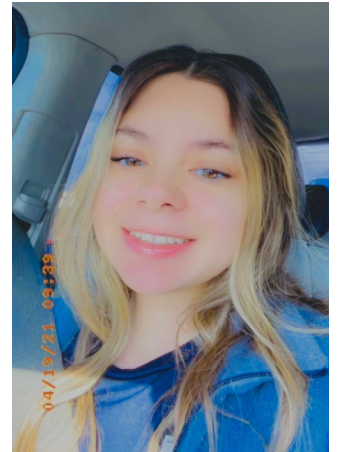
Connie making sure Guests are getting their refills at Rustic 440.



New hires Taren and Joe doing a fantastic job right out of the gate.



Thank you to Baileigh, Ethan, and Dedriq!!! Doing a great job and we appreciate their hard work!!



Odessa Baskin Robbins welcomes our new Team Member Harley Day to our team!



Singing happy birthday to Ansone Youngins who's a regular here at 724 Huddle House



So this is how things go in Tye, you get what you ask for. Big guy orders chocolate milk, buddy says he need that in sippy cup, we provide some exceptional service!!

CAR WASH NEWS

The car wash had some rain days last week so the team went to help in c-stores!



Chris and Clay stocking inside a store!!



Jordan and James stocking a cooler!!

KENT KWIK NEWS



Wes at store 317 learning to scan paperwork and cleaning the backroom.



A Big Thank You to Frank and Tracy with marketing for setting up the new Solar Ray displays. They are going above and beyond by cleaning the area for the displays.

Here's an Awesome Kent Way Moment on Milly at store 403.

A Guest called and said he was traveling this past weekend and stopped at our store in Fort Stockton #403. He wanted to let us know that he was so impressed with the wonderful customer service he had received and how clean our restroom and the whole location was. He said the lady that was at the store was friendly and kind. He said she was a "blue eyed girl", but he didn't catch her name. He just wanted to let us know. Awesome Job Milly!

-Emerson Bishop
Nacogdoches, TX



Going above and beyond, Tanya at 262 pumping gas for an elderly lady because she didn't know how. Great Guest service!

KENT KWIK NEWS



It was great to see all of our Managers together again during last week's Manager's Meeting. We learned updates from the different departments and celebrated the winners for the Red Bull contest. Elda our new lottery Rep. talked about expectations and how she can help. Todd, our President talked about the ways to Conquer Leadership Pressure. He said to be honest with yourself and ask what are you doing as captain of your ship to keep the Team Members that you have and that you must treat everyone equally. We all discussed things that Leaders do that transform pressure from a liability to an asset. There were lots of great tools to take back to the stores and be successful. Make sure everyone knows why we do what we do. Best of all Kent Madness is back!!! This is a great opportunity for everyone to increase sales and win awesome prizes at the same time! You must give it 100% and encourage every member of your team to do the same. Who will win the 1st round? And finally remember the 3 C's in leading; Caring, Courageous and Consistent!!!



KENT KWIK NEWS



It's awesome to see how our office Team members are helping out in stores during this tough times. Here's Julia helping at store 317.



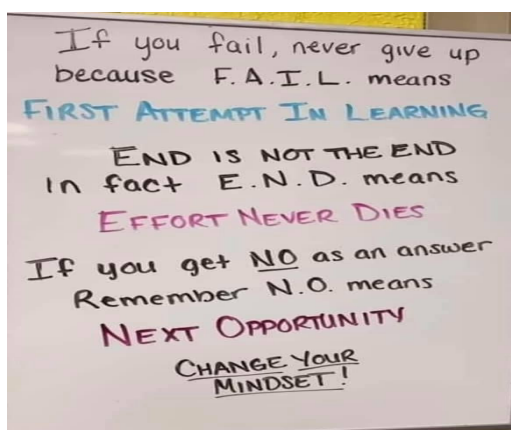
Join us in congratulating Tracy on her new promotion to Manager. CONGRATULATIONS, Tracy!!



Celebrating Jaden's birthday at Store 208. Happy Birthday, Jaden!!



It's cool to see Cowboy Fans visiting our stores in Fayetteville, Ten.



It is important to find ways to motivate your Team. Veronica has this posted in her store 208. Great Job!!



Meet our new Family Members - Jasmine, Erica and Carlos



Having fun while learning to run the registers during New Hire Training!!!



Awesome Job to stores 211 and 262 for scoring 100% on their Image Inspection. This is going above and beyond to be ready for our Guests!

SAFETY NEWS

Safety Action for the Week: Stay Street Smart – Do not be an Easy Target!

Kent Team, for the last several weeks our focus has been on COVID-19 and the vaccines. As essential personnel we have stayed extremely busy taking care of our guests and keeping our businesses and workspaces clean and sanitary. Unfortunately, a combination of a stimulus checks, high unemployment, low oil prices, and the virus has kept our economy at a slower pace than we are accustomed. And with the economy slow down, we are seeing an increase in people making poor choices and doing BAD things, as evidenced by the recent increase in petty theft.

What can we do?

We can **THINK** and use our **Street Smarts** to prevent being easy targets. Here are some simple actions you can take while you away from work:

- Stay off the cell phone while you are walking. **Pay attention** to your surroundings. Muggers like to prey on distracted people that don't see them coming.
- Have your keys ready to go. When you are walking to your vehicle, don't have to fumble for your keys. Already have them in your hand so you can immediately enter and lock your vehicle. The same goes for your house key. Have it ready before you exit your vehicle.
- When leaving your vehicle, ensure you do not have **ANYTHING** of value visible to a would-be thief.

**THE MORE
ATTENTION YOU PAY
TO YOUR
SURROUNDINGS, THE
SAFER YOU ARE
GOING TO BE.**

Be sure to bring those **Street Smarts** to work with you! These tried and true actions will help keep you safe at work:

- Greet **EVERY** Guest! Make eye contact. This lets any would-be robber know that you are paying attention. Team Members that are **not paying attention** look like an easy target to a robber!
- If you are not ringing up a sale for a guest, **DO NOT** hang out at your register. Instead, be away from your register while cleaning or stocking. This makes it very inconvenient for a would-be robber to access the register.
- **Immediately drop all bills, \$20 and larger, into the safe.** It is OK for Guests to see you drop the cash. This lets everyone know that we keep minimum cash in the register.
- **NEVER let cash accumulate near/beside the register.** This is an invitation for someone to grab the cash and run. Also, to a would-be robber, it makes it appear that we keep large quantities of cash immediately accessible. **This could be setting you or a fellow Team Member up for robbery.**
- Do not allow cash to accumulate in the register drawers. Keep cash at or below the maximum (\$150 day/\$100 night). Again, this makes our business not worth the risk for a robber.
- **Keep the back door closed and locked!** Never leave it propped open and unattended. Also, if you have a drive-thru window, make sure you latch it if you are away from the area. We have had thieves open the window from the outside for a quick grab and run.

Work hard and work safe. Use your **Street Smarts** to keep from being an easy target!

Stay safe. Stay aware. Stay clean.

KENT TIRE NEWS



Ed stacking tires to replenish stock.



Glenn changing out a cabin air filter.



Mayo backing truck off rack with a new set of tires and new brakes.



Otis removing tires for a new set.