

Weekly Newsletter

THE KENT COMPANIES

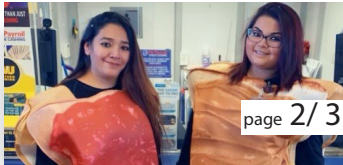
Making your life



Nov. 5 2021

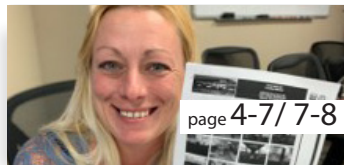
Period 12, Week 1

Mr. Payroll/ IT



page 2/ 3

Kent Kwik/ HR



page 4-7/ 7-8

Safety/ Food Service



page 9/ 10-13

Corporate



page 14

page 1

BOUNTYLAND NEWS



CEO: Our Twisted Tea sales are way up, what's causing this surge?

Social media person:



Last week Bountyland 701 had a rep from Twisted Tea handing out sunglasses, bottle openers, t-shirts etc. to our great Guests! It's never a bad day for goodies! The Guest loved it!

MR. PAYROLL NEWS

WE WANT TO HEAR FROM YOU! WE WANT TO HEAR FROM YOU!

Were you promptly greeted when you entered the store? ☒ Yes ☐ No Estimated time: ☐ Less than 30 seconds ☐ 30-60 Seconds ☐ More than 60 Seconds Were our employees friendly and helpful? ☒ Yes ☐ No Were our employees neat and clean in appearance? ☒ Yes ☐ No Was our location neat and clean in appearance? ☒ Yes ☐ No Did we offer all of the services you needed? ☒ Yes ☐ No If not, what did we miss? _____ Did we review your receipt with you before you left the store? ☒ Yes ☐ No	7. Did we thank you for your business? ☒ Yes ☐ No 8. Which of the items below best describes the reason(s) you came to Mr. Payroll? ☐ Check Cashing ☐ Western Union ☐ Stamps/Envelopes ☒ Money Orders ☐ Utility Payments ☐ Other _____ 9. Would you recommend our service to a friend? ☒ Yes ☐ No 10. Please share any additional comments you may have, as we would like to know what you like or dislike about our service, or how we may serve you better. <u>Cynthia was so nice and very helpful</u> _____ _____ _____	Were you promptly greeted when you entered the store? ☐ Yes ☐ No Estimated time: ☐ Less than 30 seconds ☐ 30-60 Seconds ☐ More than 60 Seconds Were our employees friendly and helpful? ☐ Yes ☐ No Were our employees neat and clean in appearance? ☐ Yes ☐ No Was our location neat and clean in appearance? ☐ Yes ☐ No Did we offer all of the services you needed? ☐ Yes ☐ No If not, what did we miss? _____ Did we review your receipt with you before you left the store? ☐ Yes ☐ No	7. Did we thank you for your business? ☐ Yes ☐ No 8. Which of the items below best describes the reason(s) you came to Mr. Payroll? ☐ Check Cashing ☐ Western Union ☐ Stamps/Envelopes ☐ Money Orders ☒ Utility Payments ☐ Other <u>Helpful</u> 9. Would you recommend our service to a friend? ☐ Yes ☐ No 10. Please share any additional comments you may have, as we would like to know what you like or dislike about our service, or how we may serve you better. <u>Ms. Lin held me Agent Nam 20298 She checked my acc. Number. And found that it was not taking the last digit of my Acc. Number that was way power was cut off. She was must to me and I went you to know</u> _____ _____ _____
--	--	--	--

A couple of our Guests took the time to let us know how awesome Cindy (2318) and Linda (2211) are. Keep those comment cards coming, we love them!



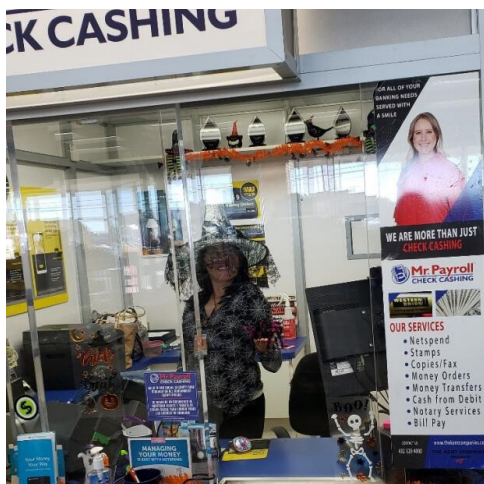
Vikki from 2202!



Vikki's grandkids were ready for all the candy!



Rosa from 2319!



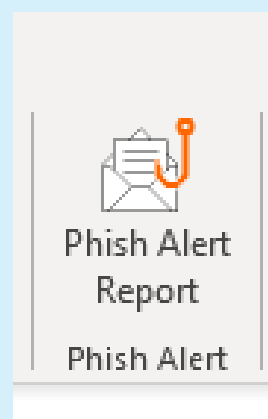
IT NEWS

We are just sending out a friendly reminder on some of the things to avoid this holiday season to **protect yourself and your identity**.

“Charitable Donations” is a category that is being manipulated heavily from the cyber hacker world. If a charity calls you asking for donations, try to make your donations through check if at all possible. Checks are traceable, and if the charity is legit, they will have sort of way for you to send a check to them. **Never** send anything to a charity through a wire transfer. EFT and Credit Cards are the best way if they do not have an option for a check, AND you feel safe giving them the information. **Never**, under any circumstances, give your debit card information over the phone. Even though debit cards can function as a credit card, they have direct access to YOUR money. We are also still seeing plenty of activity around “special deals” for consumers that are not legitimate.



From a workplace perspective, our recent acquisition has again put a spotlight on our company. **Please be on high alert for e-mails that are out of the norm.** When in doubt, use the Phish Alert Report button in your e-mail (see picture below) to get the e-mail to IT. **Do not forward the e-mail itself, just use the Phish Alert Report button.** We are still seeing increased numbers of e-mails that are being sent from “new vendors” or with “New invoice ready” that are being blocked. With the increase we are seeing blocked, that means there is also an increase slipping through. When in doubt, send a Phish Alert Report. As always, a good rule of thumb is that if you are unsure, CALL the person. **Do not e-mail them back**, you need to call the person directly. If you reply to the e-mail, you will most likely be replying to the cyber hacker.



KENT KWIK NEWS



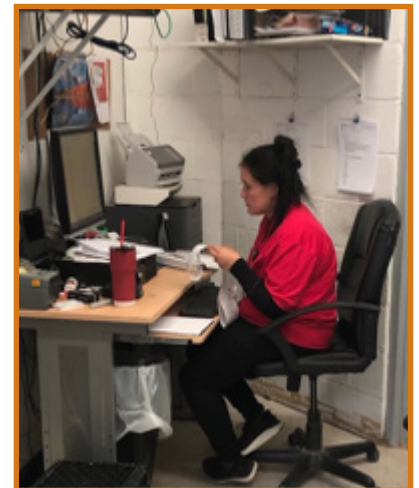
A big thank you to Kooper from the Kent Car Wash for helping in the store!!!



Jordan happily helping out at a store!



Working hard and doing a great job fixing our sign at store 309.



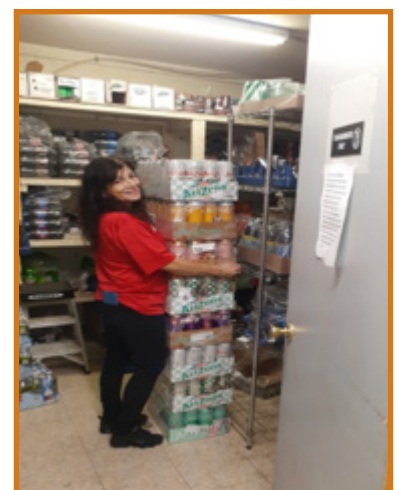
Jessica our MIT training on paperwork.



Bradley at store 410 working hard!



Rebecca Silcox filling up the coffee to keep our Guests happy at store 262!



Irene working out a truck at store 206.

KENT KWIK NEWS

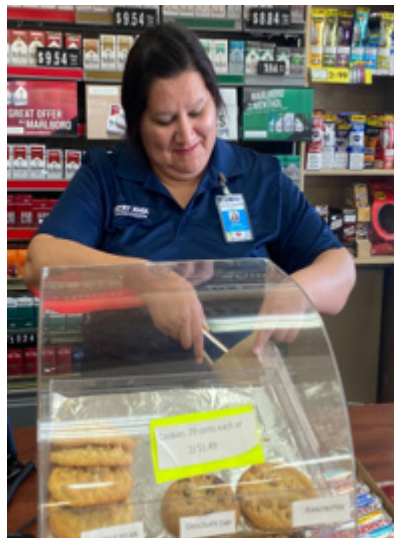


A Guest drove into the Hewitt parking lot with a bad tire. She first went across the street to Stripes. Stripes' air machine did not work. The Guest drove into our parking lot and was using the air machine. I noticed something didn't sound right. I asked Jose to help the Guest put air in her tire. Come to find out, her tire had a hole and was not allowing air to stay in the tire. The Guest was upset and said she is supposed to be heading to the hospital to be with her a family member. I asked the Team Members if they have a donut that the Guest can use to make it to the hospital. Sandra Wallace had the perfect size. She did not hesitate to help our Guest!

Thank you, Sandra and Jose, for the great Guest Service at store 614.



Nellie checking the freshness of our cookies at store 467.



Teresa, Guest service with a smile at store 467.



James at 903 making burritos for his hungry breakfast crowd!



Maureen Tanksley location # 705, ordering inventory for the busy weekend ahead.



Tracy O'Kelley and Angie Meredith at 710 gearing up for the holiday season by filling the toys for tots box.

KENT KWIK NEWS



Congratulations to our newest store manager Rachel Burford at store 461. Rachel started out as a Team Member, got promoted to Assistant Manager and now to Store Manager. A great example of promoting from within and that hard work and dedication does pay off. Congratulations!!!!



Tim Mauldin with our Carolina Maintenance Team. Thank you for the hard work and keeping everything working!



Join me in congratulating Chris Habeishi on his new promotion as Manager of store 301. Chris came in as an MIT a couple of months ago and after going through some intense training and successfully managing a store for a few weeks he earned his Manager title. Congratulations!!!



Congratulations to the following Family Members on their work Anniversaries for the month of November!

Sarah Corder	1 year
Yanira Garcia	1 year
Scott Lee	1 year
Shereika Starling	1 year
Erica Littleford	1 year
Michele Myers	1 Year
Rebecca Santillan	1 Year
Crystal Britton	2 years
Emily Gonzalez	2 years
Loni McClellan	2 years
Annaalicia Samaniego	3 years
Raymond Wimberley	3 years
Rosa Garza	9 years
Donna Turpin	11 years

KENT KWIK NEWS



This truck driver is such a faithful Guest. He only stops at Kent Kwik. He drives from Alamogordo to Odessa and anywhere there is a Kent Travel Center. He loves our service, our clean facilities and above all the friendly treatment he receives when he walks in the door.

-Raul from store 440.



Big thanks to our warehouse Team for going above and beyond!



Store 315 got a surprise this week. New gas signs, they look awesome!



Gabe and Samuel working hard on stocking shelves.



Long lines waiting for our great tasting coffee at store 312.

HR NEWS



Sadly, flu season is upon us. So, we have coordinated with WesTex Urgent Care this year to administer flu shots. You have the option of going to any of the 3 WesTex Urgent cares the week of **11/01/21 - 11/05/21**.

Friday 11/5 3PM-5PM they will be administering the flu shots at the Midland Corporate office.



Please be sure to fill out the attached form and produce it at the time of your flu shot.

All locations are open Monday-Friday 8AM-7PM.

- 210 W. Longview Ave Suite A- Midland, Texas
- 3401 Greenbriar Dr #200- Midland, Texas
- 1941 E 37th Street- Odessa, Texas

Please feel free to contact the benefits department at benefits@kentoil.com with any questions or concerns.

HR NEWS

2022 Open Enrollment is Here!

November 1st - December 3rd

You *must* login to Employee Navigator to elect or decline coverage

<http://boss.employeenavigator.com>

An email with additional instructions will be sent to all benefit eligible employees.

Please join us for one of the Open Enrollment Meetings either in person at a location near you or virtually on select days

2022 Open Enrollment Schedule

Monday	Tuesday	Wednesday	Thursday	Friday
Nov. 1st Ft. Stockton : 9AM - 2PM Monohans : 8AM - 11AM Kermit : 1PM - 4PM		Nov. 3rd Big Spring : 7AM – 9AM Colorado City : 10AM - 11AM Big Lake : 1PM – 3PM	Nov. 4th Odessa Baskin Robbins : 8AM - 12PM Huddle House : 2PM - 6PM Midland Corporate Office : 8AM - 5PM	Nov. 5th Odessa Baskin Robbins : 8AM - 12PM Huddle House : 2PM - 6PM Midland Corporate Office : 8AM - 5PM
Nov. 8th 6AM - 2PM Weatherford Willow Park Mineral Wells Graford	Nov. 9th 9AM-11AM Gun Barrel City		Nov. 11th Perryton Guymon	Nov. 12th Alamogordo : 7AM - 1PM
Nov. 15th Lubbock : 1PM – 3PM Haskell : 9AM – 12PM Tye : 2PM – 4PM		Nov. 17th Tennessee	Nov. 18th Tennessee	
Nov. 22nd (Virtual) Team Members : 10AM Corporate : 2PM	Nov. 23rd (Virtual) Team Members : 10AM Corporate : 2PM			
Nov. 29th Waco Hewitt Whitney	Nov. 30th Waco Hewitt Whitney		Dec. 2nd Houston	Dec. 3rd (Virtual) Team Members : 10AM Corporate : 2PM

THE KENT COMPANIES

Making your life



SAFETY NEWS

KEEPING SAFETY IN SIGHT

How many “Buzz Words” can there be; Safety First, Think Safety, Keep an Eye on Safety and on and on??? Well let’s add one more to it this week.

KEEPING SAFETY in SIGHT. As with anyone that takes a new role it can be overwhelming. However, it is refreshing to know that virtually no one has had a negative reaction to a safety conversation. We all know it is important to be safe. For all the Lord of the Ring geeks out there, like me, Frodo

says; “Come on Sam... Remember what Bilbo used to say: It’s a dangerous business, Frodo, going out your door. You step onto the road, and if you don’t keep your feet, there’s no knowing where you might be swept off to...” As we embark on new adventures, in new business areas, I.E. the medical field. We will learn new things, some might apply to our core business and some may not, either way, we will be faced with challenges and we must keep our feet.



Many challenges await us going forward, there will be change and some will embrace it and some will resist. The main thing is we comply with the culture of Keeping Safety in Sight. It is easy to overlook the daily hazards, we ignore those simple things because we have not had an accident in how long??? Please send a message to safety@kentoil.com on what you believe is the last accident at your location.

There are three tasks this week. The above question, do you know what Hazardous Communication / Right to Know means and find one thing in your location that could be safer. You never know the right answers might have a reward awaiting.

As we move forward we will continue to visit topics and we will ask for follow-up’s on topics. We will welcome any and all feed back positive and negative. We must be willing to embrace our failures if we are to grow. The Goal is Zero as we move forward with **KEEPING SAFETY in SIGHT.**

Stay safe. Stay aware. Stay clean.

Until next week,

The Safety Guy

FOOD SERVICE NEWS



Rustic 315 is always happy to serve their Guest.



Rustic 501 wants to welcome Trixie to the Team!



Rustic Cafe 315 wants to welcome our new Assistant Manager Suzan and Team member Debbie to our Team!



Connie happy with our regulars at Rustic 440!

FOOD SERVICE NEWS

WELCOME TO THE TEAM!



Welcome Abril and Allen to the Huddle House Team!!



Jodie was told by Marty she has the best back of house organization of the stores he visits. She takes pride in a tidy BOH and it shows!



Happy Huddleween from some of the 725 crew in Kermit, TX!



Happy birthday, Jack! Thank you for spending your birthday with us!

FOOD SERVICE NEWS



I would like to give a shout out to Dominic Garza for opening Huddle House 930 every day!



805's Huddle buddies showing their Halloween spirit!



Field Coach April is proud of her boys for making playoffs. Great job boys!!



Kwik Eats 219 keeping the hotbox filled and I.T. enjoying Really Good Food.

FOOD SERVICE NEWS

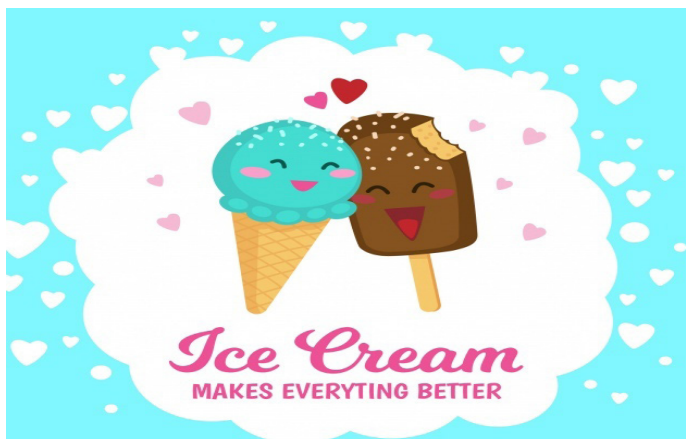


Happy 1 year work anniversary to Sarah at Baskin Robbins 1492!



Sandra making waffle cones at 1493!

WELCOME TO THE TEAM!



Please welcome Austyn to Baskin Robbins 1491!!!



CORPORATE NEWS



We attended Permian High School's Pep Rally this morning to award their Panther a FREE YEAR OF GAS for winning Most On Brand on our 2nd Annual Kent Kwik Mascot Challenge! Panther was very thrilled!



We even recruited 4 guys from BAND! They were all in once they heard about our cool sunglasses/ socks. It was truly a great morning!

