

Weekly Newsletter

THE KENT COMPANIES

Making your life



Jan 7, 2022

Period 1, Week 2

Mr. Payroll



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Kent Kwik



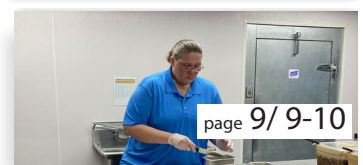
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CORPORATE NEWS

Dear Kent Family,

As we look back on 2021, which seems to have flown by, I want to say thank you from the bottom of my heart. Thank you for choosing to be a part of our Kent Family. Thank you for working so hard even when we've been short staffed. Thank you for caring, for taking care of our guests and helping other Team Members. Todd and I are so proud to have you on the Team and working with us.

Our Operations Team and Human Resources Department are working hard to find us more quality Team Members. The Kent Companies have high standards when it comes to hiring. That's why we're proud to have you. In 2021, we hired over 1,200 Team Members. That's the equivalent of hiring 100% of our total number of positions, in just one year. Think about that, we've hired as many people as we currently have employed.

What does that mean? Well first it means our Operations Leadership and Human Resources have done an outstanding job hiring that many people. It also means we need to do a much better job of developing, training, and keeping our people. It also means we have almost lost the same number of Team Members as we've hired. That's unacceptable and I bet you'd agree with me on that.

So, what can we do to change this? First, I'm asking all our Team Members, including you, to be committed to helping us keep our new hires. How? By being a part of their success, by helping them feel comfortable and welcome to our Family. By treating them the way you want to be treated, with respect, kindness, and gratitude. To help them as needed, just as you would a Family member. Remember, they are part of our Family.

And second, I want to ask you to recommend our companies to your Family, Friends, and even Guests who might know someone looking for a career. Staffing our businesses is literally everyone's responsibility, not just HR. If we can work together to keep our existing Team Members and also help recruit new ones, it can help us all have more success. Thank you for all you do, and Happy New Year.

Let's make 2022 a great year!

Sincerely,

Bill Kent

Chairman & Chief Executive Officer

MR. PAYROLL NEWS

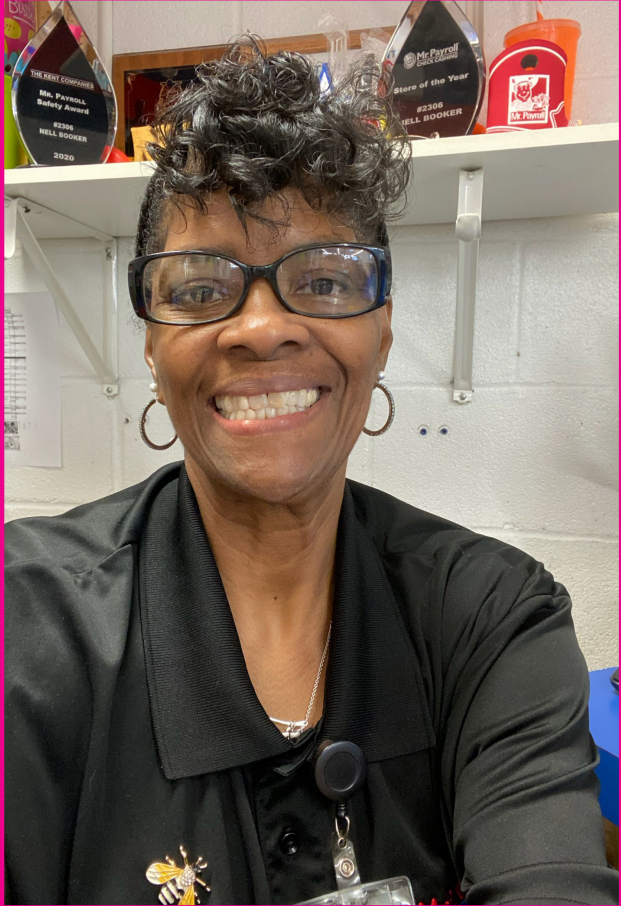


CBS7 News ✓
18h · 🌐

GOOD NEWS! ↓

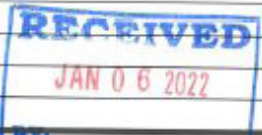
Mary Kate Hamilton - CBS7 ✓
18h · 🌐

How about some good news?! Kent Kwik Convenience stores shared that yesterday was Ms. Nell's 15-year work anniversary!! And as all the awards behind her will tell you, she is a wonderful cashier who loves her job. If you stop by the Mr. Payroll on Big Spring St., help us to congratulate her!



Congratulations Ms. Nell on your 15th work anniversary!!! We are so lucky to have you as part of our Kent Team!

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
- Did we thank you for your business?
☒ Yes ☐ No
- Which of the items below best describes the reason(s) you came to Mr. Payroll?
☒ Check Cashing ☒ Money Orders
☒ Western Union ☒ Utility Payments
☐ Stamps/Envelopes ☐ Other _____
- Would you recommend our service to a friend?
☒ Yes ☐ No
- 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.
RIGHT-ON!!


Mr. Payroll
303, WAY
TO GO!!!

KENT KWIK NEWS



Team at store 317 looking spiffy!



Dmara Dominguez training with Billie at store 401!



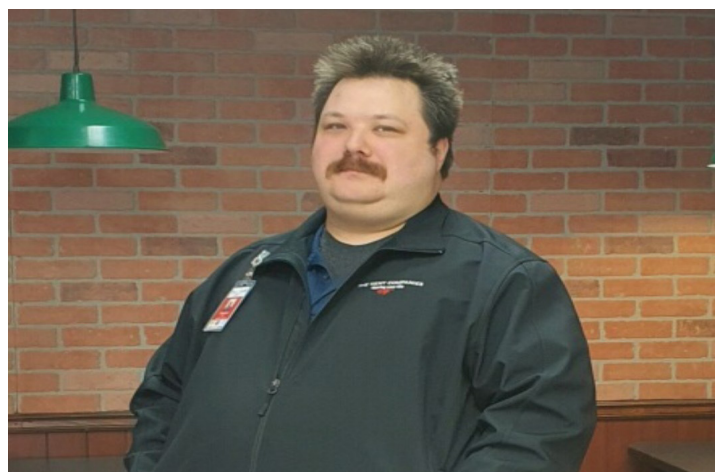
Cathy Hyde at 901! Keep up the hard work!



Adrianna and Manuel showing off there vault at 311.



Tanner from Accounting is fronting and facing shelves to get them ready for Guests!



Cameron Ragsdale at 902 ready to offer great Guest Service.

KENT KWIK NEWS



Jennifer Jeans at 901 staying warm.

WELCOME TO THE TEAM, STACY!



GREAT JOB to stores 202, 208, 216, 309, 311, 312, 316, and 410 for scoring 100% on their Safety Inspection!



Join Lance, my cousin Raul, and I in congratulating my sister Susana and her husband Joseluis on their wedding last weekend! -Martha



We may not have a whole bunch of trees but check out this beautiful sunrise at Kent 431 in Big Lake TX!

FOOD SERVICE NEWS



Baskin Robbins 1493 at their meeting!



1492 leadership meeting!

HAPPY BIRTHDAY!



HAPPY LATE BIRTHDAY, KIM!

FOOD SERVICE NEWS



Desiree and Chasity learning the new recipes at 219 and having our Guests sample REALLY GOOD FOOD! Great job, ladies. Made me hungry!



Elena at Rustic Cafe 440 making sure our hot box gets filled for our Guests!



Rustic 315 Annmarie frying up some of our great Chicken fry steaks for our Guests!

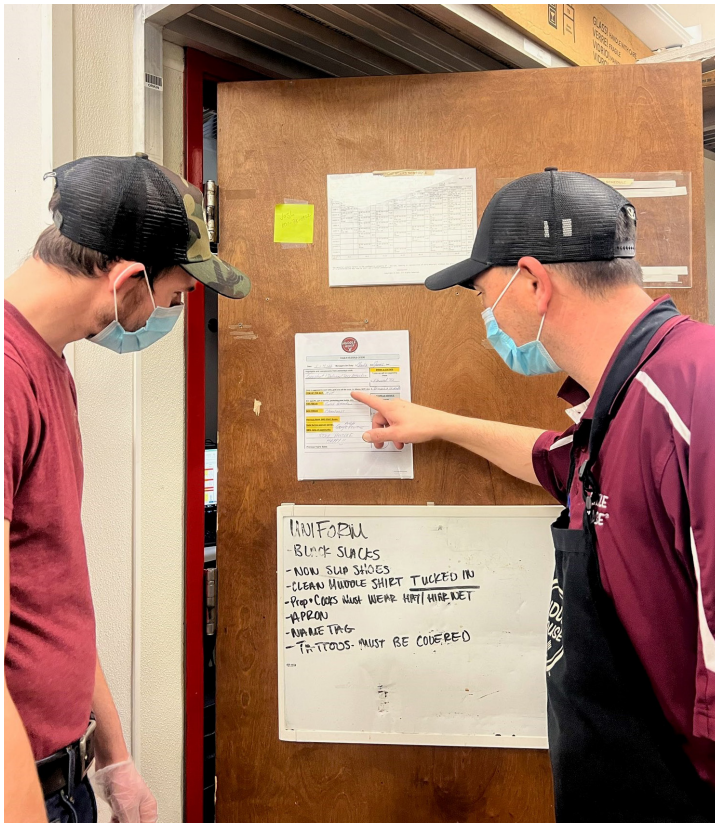
FOOD SERVICE NEWS



Meeting time at Huddle House 805!



Rustic 501 gathered after their leadership meeting!



Manager meeting at 591!



Preshift Huddle at 724!!

FOOD SERVICE NEWS



Those pre morning Huddle's just hit different!

HAPPY ANNIVERSARY!!!



HAPPY 5 YEAR WORK ANNIVERSARY to Manager Kevin Meeks from Huddle House 725! He's pictured with his very loyal Guest, Bobby Davis!



Going over their GAME TIME checklist.

TEAMWORK
makes
the
DREAM
Work

SAFETY NEWS

KEEPING SAFETY IN SIGHT

Safety! Who cares right? No one pays attention to that! We been doing it this way for years! No one has ever got hurt before! That only happens to stupid people that don't pay attention!

Once upon a time a boss of mine said there is no such thing as an accident, that accidents only happen due to carelessness. I would be curious to see who agrees with that. What are the most common types of injuries and causes of death in the home due to accidents?

Slips, Trips and Falls account for over 33% of all accidents in the workplace. 27% of injury related deaths in the home were due to FALLS. As this winter season comes upon us, please be certain to use the tools at your disposal. Ice melt products for the sidewalks, caution wet floor signs in the doorways and other high traffic areas, routine moping in those high traffic areas to keep puddles from forming and any other tools that you may know of to keep Team Members and GUEST's safe while visiting our entities.

Preventing accidents and keeping safe is no accident. Do not be careless, Keep Safety in Sight and do not ignore the small stuff, Nothing is Too Small to be addressed.

Please share your feedback through the www.makingyourjobeasy.com portal. Be sure to address it with your name and job title so you can be entered into the drawing!!!

BOUNTYLAND NEWS



Cathy and Toni showing off those nice jackets at 703.



Vennie chopping up the onions for the lunch rush at 716.

BOUNTYLAND NEWS



Bobby at 716 working on the morning inventory count.