

Weekly Newsletter

THE KENT COMPANIES

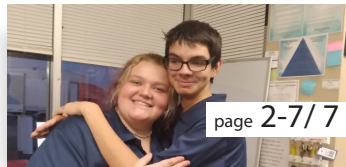
Making your life



Feb 3, 2022

Period 2, Week 2

Food Service/ Kent Lube



page 2-7/ 7

Mr. Payroll/ Safety



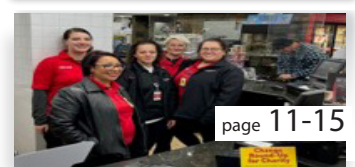
page 8/ 9

Bountyland



page 10

Kent Kwik



page 11-15

page 1

FOOD SERVICE NEWS



Our brand new and 7th HUDDLE HOUSE is open for delicious business! Huddle House 1107, which is located in San Angelo seems to be the talk of the city! With great reviews already pouring in!



2/02/2022

Went to the San Angelo location during their soft opening for the employees family....our waitress also happened to have been one of the managers Jennie for nice very polite informative very hard worker. I know Jennie will be a great asset to this establishment... During our meal I noticed staff helping staff and we had a visit with Stephanie restaurant manager... I will say that if the rest of the employees are in any way a reflection of these lady this place will do great....the food was delicious

[-John Gonzales](#)

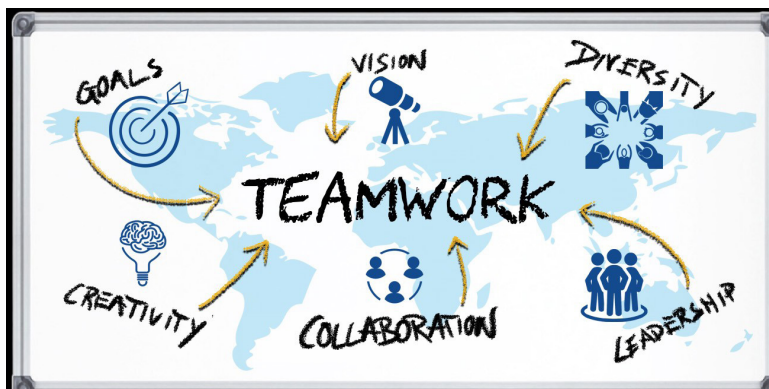
Such successful opening of this beautiful Huddle House took a lot of Team work! Check out some of the pictures of our Team that helped contribute to the grand opening!



Huddle House 1107 underway!

Great reviews are already pouring in!

FOOD SERVICE NEWS



Huddle House 1107 getting ready for opening day.



Rolling silverware for opening day at Huddle House 1107.



Trainer Elvira working hard to train our new Huddle Team. Thank you, Elvira, for everything you do!



Rudy assisting in the hiring event at Huddle 1107!



FOOD SERVICE NEWS



New Team Members for Huddle 1107 organizing.



Tish and Danielle working wonders to get us quality Team Members! Thank you, ladies, for all that you do! The Dynamic DUO!



Fred making sure we are set up for success at new Huddle House 1107!



FOOD SERVICE NEWS



Huddle House 1079 leadership meeting.



Huddle House 725 weekly Manager meeting!
Discussing our next employee of the month!!!



We at Huddle 930 would like to recognize Danika for being a top performer!!!



Team from Huddle House in Tye, TX!

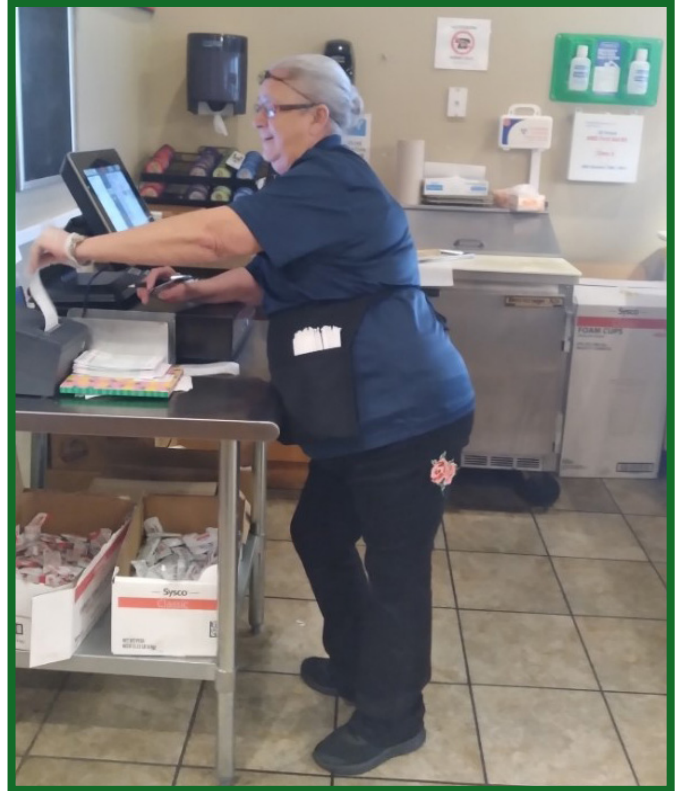


A huge THANK YOU from Huddle House 724 to Nico, Heather, and Ashley for continuing to show up and show off their excellent Guest first attitudes! We appreciate you!

FOOD SERVICE NEWS



Huddle House 591 talking over the training schedule for our new Team Members!



905 Janet taking care of Guest!



905 Heidi and Nathaniel thanking each other! They make a great TEAM!



"If your actions inspire others to dream more, learn more, do more and become more, you are a leader." Rustic Cafe 501 leadership meeting.

FOOD SERVICE NEWS



"A leader is one who knows the way, goes the way, and shows the way." Rustic Cafe 440 leadership meeting.



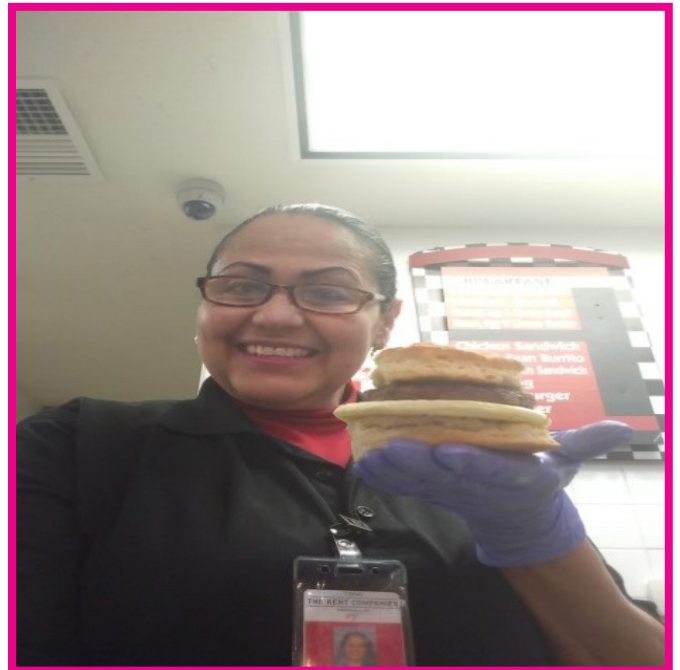
Rustic Cafe Field Coach, Debbie, training Annmarie at Rustic 315 how to cook with the proper recipe!



"Lead me, follow me, or get out of my way!" Rustic 315 leadership meeting!



Greg, one of our favorite regulars here at Rustic Cafe 440!!!



Our Manager Maggie at 215!

FOOD SERVICE NEWS



**TEAMWORK MAKES
THE DREAM WORK**

Who said Wesley can not cook? Here's the proof he can! Thank you, Wes!

KENT LUBE NEWS

1. Were you promptly greeted when you drove up?
☒ Yes ☐ No
 Estimated Time
☒ Less Than 30 Seconds
☐ 30-60 Seconds
☐ More Than 60 Seconds

2. Were our employees friendly and helpful?
☒ Yes ☐ No

3. Were our employees neat and clean in appearance?
☒ Yes ☐ No

4. Was our location neat and clean in appearance?
☒ Yes ☐ No
 Service Area
☒ Yes ☐ No
 Lobby/Waiting Area
☒ Above & beyond expectations

5. Did we have all the products that you wanted?
 (Type oil, air filter, etc.) ☐ Yes ☒ No
 If not, what did we miss? Penzoil 5W/20

6. Did we review the Service Ticket with you after your vehicle was serviced?
☒ Yes ☐ No

7. Did we thank you by name for your business?
☒ Yes ☐ No

8. Which of the items below best describes the reason(s) you came to Kent Lube? (Check all that apply)
☒ Service ☒ Value/Price ☒ Location
☐ Advertising ☐ Reminder Card ☐ Friend
☐ 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.
Absolutely!!!
customer service was
impeccable & prompt
cant remember the last
time I had such a pleasant
experience @ a facility of
yours. Will recommend
& definitely return
Please continue the excellent
service you provide!

This information is optional for company use only. It will be kept confidential.

Name: Nien Romero
 Address: 1409 S. Loraine
 City: Midland State: Tx Zip: 79702
 Phone: _____
 Date: 1-30-22

Thank you for your comments and helping us to better serve you!

KENT LUBE
 FAST OIL CHANGE CENTERS

Owned and operated by Kent Lubrication Centers
 E-mail: branddevelopment@kentoil.com Location # 126
 FEB 01 2022



MR. PAYROLL NEWS



Tisha's youngest son, Quadyn, celebrating 100 days of school!



Mary Green, helping out Kent Kwik 315 while having a break in between Guests at Mr. Payroll 2315!!!



Mr. Payroll 2206 and 2315 getting into the Valentine's spirit! Looks great!



Happy Birthday Tisha (Feb 2nd)!

SAFETY NEWS

Safety Definition: to ensure safe and healthful working conditions for workers by setting and enforcing standards by providing training, outreach, education, and assistance.

Period 2 Week 2

As this is written the weather forecast looks terrible and by the time this reaches ya'll the worst should be over. The intention is not to bore you with Slip, Trips and Falls (yet again) but, the topic on the agenda is Keeping Walkways Clear.

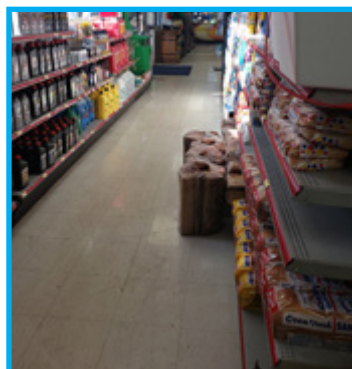
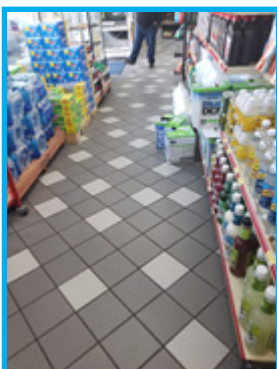
There is no doubt that we are going to have times when our stock orders come in and we will have crates in our isles. Most of you do a great job of being sure those deliveries are put in a nice neat row so our Team Members and GUEST's can clearly see the potential hazards and avoid the area.

A small visual example is of the little things is shown below. Remember "Nothing is too Small" the small things are what gets overlooked. The pictures are just a couple of boxes and bottles of DEF but, they could cause that STF that we keep talking about. Anytime you see items like this please take a moment to remove them from the isle so we can prevent my boring you with the STF's.

Take a picture of your stores back room clutter free and send a picture to safety@kentoil.com for your chance to win a \$25 gift card. We need your store number and your name on the email for you to be entered.

A couple of notes of interest is that most stores I go to are doing an excellent job of keeping the coolers uncluttered and the walkway's free and clear. THANK YOU. Also, most stores are keeping their backroom area very organized and clutter free. THANK YOU. Most stores have an appropriately sized step stool for stocking. Thank YOU. If you find you need a proper step stool, contact your supervisor or Safety and we will be sure to help get you one.

To close out this week, we are Thankful for ya'll all Keeping Safety in Sight. THANK YOU!!!



BOUNTYLAND NEWS



Carla from 707 learning new things!



Christina and her daughter Lyla with their new car.



Shannon with her new car.



The Team at 706 having their pizza party after kicking butt with raising the most charity dollars – 2 weeks in row!!! You guys ROCK!

KENT KWIK NEWS



A big thank you to our Carwash Team for helping the store side. We are one Team!



Late Sunday night, an older Guest came into the store. She was lost and did not know where she was. Jay was able to find her grandson by taking time to look through Facebook and contacted him. It was a great reunion.



It was a pleasure working with Trinidad from our DC and learning what goes on behind the scenes in our WH ordering and delivery. Also exciting to meet Michael at 317 and Jamie at 315 and see them at work taking care of our Guests!

-Jimmy



Our awesome TEAM at 315!

KENT KWIK NEWS



Gabe and Frank helping out on this cold and snowy day.



Deedra and Sam are getting their store 302 ready for their Guests during this cold day.



Nellie from store 467 was promoted from night cashier to cook. Awesome!!!



Jackie at store 312 is making chili for her Team Members because it's cold outside.



S a m keeping everyone safe at store 317!

KENT KWIK NEWS



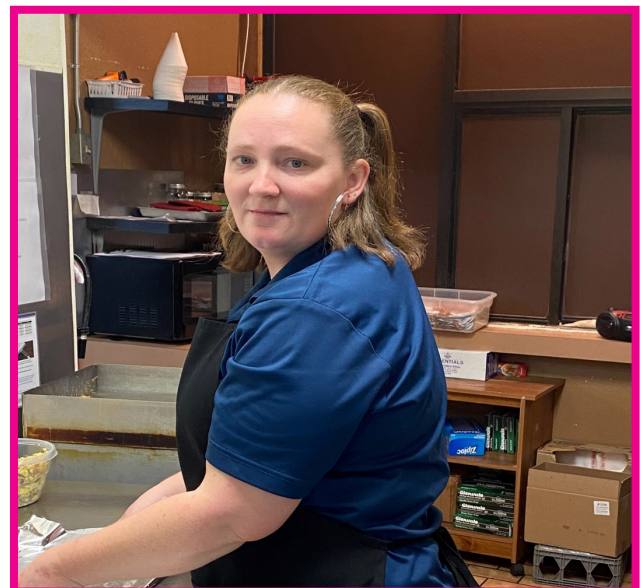
Great Job to stores 208, 211, 215, 312, 316 and 317 for scoring 100% on their Safety Inspection!



Debbie is clearing off the sidewalk and Logan is getting the ice melt ready.



Join us in wishing Sam from store 317 a Happy Birthday. Happy Birthday Sam!

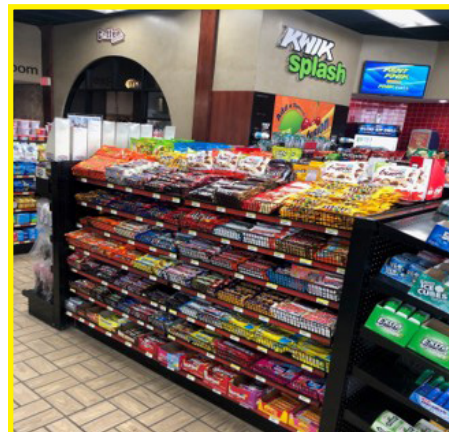


Nellie's birthday is Feb 7th, she will be 37! Happy Birthday Nellie!

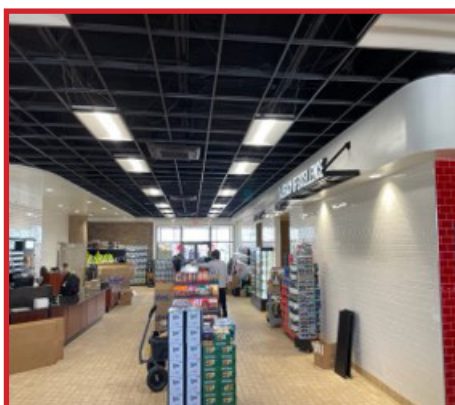


Happy birthday, Tisha! We love you at Kent 316!

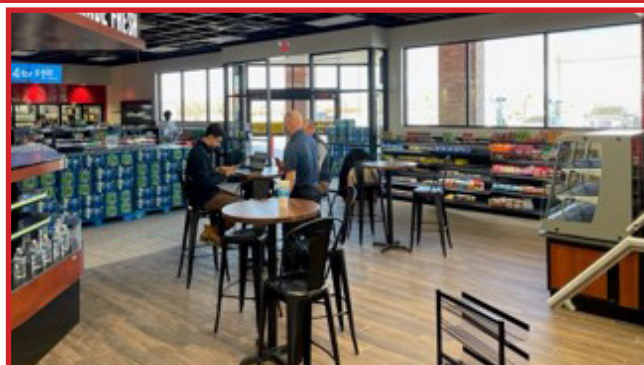
KENT KWIK NEWS



Our stores are ready for Guests!!!



One Team, One Vision, One Goal!!



KENT KWIK NEWS



Congratulations to Janice at store 217 on the birth of her Grandbaby, Janice June Madrid!!