

Weekly Newsletter

THE KENT COMPANIES

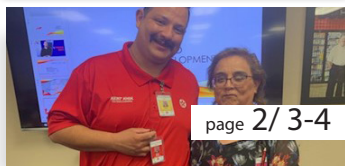
Making your life



March 24, 2022

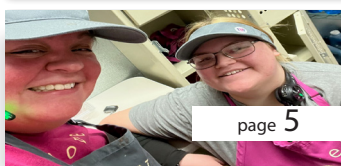
Period 4, Week 1

Kent Kwik/Safety



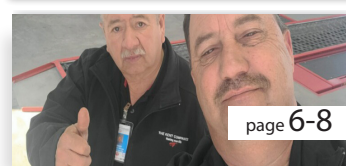
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Leadership Team/Food Service



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Kent Lube/Kent Car Wash



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BOUNTYLAND NEWS

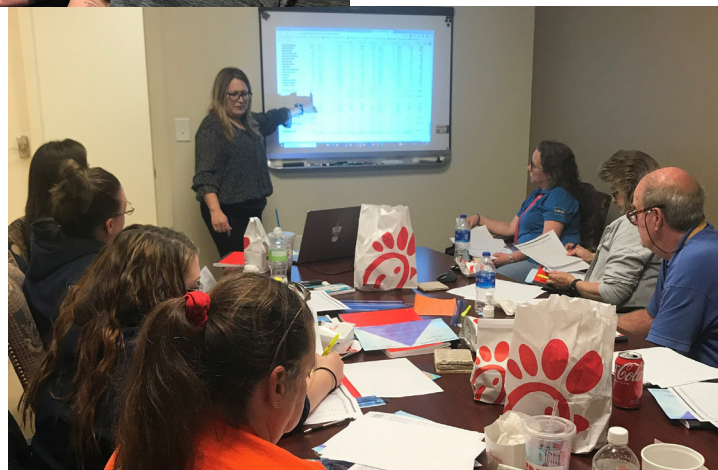


Melissa doing Workforce Training – Melissa visited the Carolina Team- to show us how to use workforce; she has taught all so much the past few days! Can we keep her?

Melissa with all our Management Team and Field Coaches from the Carolinas!



Andrea, 701 – Happy Happy birthday from all of us at Bountyland!



Rhonda, store 707 – Her smile and great attitude makes coming in this location a pleasure for all our guest! Thank you, Rhonda, for your positive attitude and always being friendly!



Nothing but smiles from Samantha.



BOUNTYLAND NEWS



Some of the Bountyland stores just got a whole lot sharper with new knife cases. Thank you to David for stocking these and making them look good! Nan is proud.

Our first knife sale.



Ashleigh, – Keeping our store clean! Thank you for your hard work.



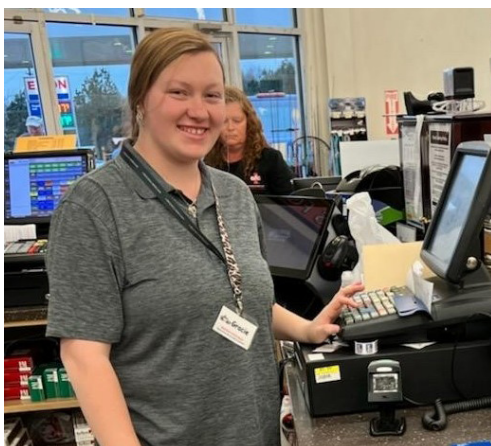
Hot Boiled Peanuts, a Carolina delicacy.



Courtney, 702, making cleanliness a priority.



Linda, 716, thank you for all you do!



Gracie, store 704 – Gracie always smiling and getting our guests taken care of!



Tammy, store 704 – So glad she is on our team and always keeps our cooler it! stocked and organized!



Field Coach Michelle, always at it!

KENT KWIK NEWS



Charity Collections Raised

\$121,712.28

Wow! Our Team did an amazing job collecting donations for local charities. The money we raise truly makes a difference in our communities. Thank you!!

PBRC - \$91,56 Keep Haskell Beautiful- \$1,551 Casa Waco - \$885

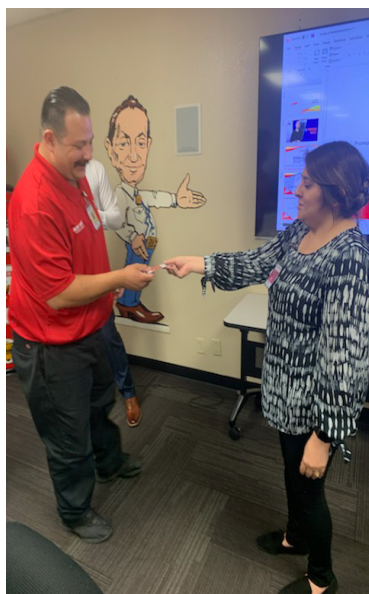
Children's Advocacy Center (Mineral Wells) - \$1,936

CHINS (Alamogordo) - \$1,936 P.A.W.S (Guymon) - \$2,050

Big Brothers Big Sister of Perryton - \$7,470

Juniors House (Tennessee) - \$4,611

Collin's Children's House (Carolinas) - \$10,116



Join us in congratulating Raul on his promotion to Manager of store 318!!!

Great job to Lisa from store 316, Stephanie from store 306, Crystal from store 320, Raul from store 303 and Sally from store 220 for scoring 100% on their Customer First Mystery shops. Way to Go!!!

Congratulations!

KENT KWIK NEWS



What a pleasure it is to see Luis show up at our stores in Odessa. He always has great attitude, smile, and makes our curb appeal inviting for the guests.
-Jimmy



Join us on wishing Alma with AP a Happy Birthday!!! Her Team did a great job decorating her office!!



Welcome Leroy our New Team Member to the Kent Family.



Welcome our New Team members for the week - Lee, Iris, Janelle, Dorothy and Stephen



Hilario having fun while training on food service at store 219.



Great Job to stores 212, 219, 262, Alex is going above and beyond by helping a 273, 301, 304, 306, 309, 312, 318 Guest with her ice purchase while working at and 410 for scoring 100% on their store 433.
Safety Inspection.

A big thank you to our Maintenance Team for everything they do!!!

SAFETY NEWS

Keeping Safety in Sight

Nothing is too Small!

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

One Quarter of the way through a year already!!!

The safety newsletter's weekly intent is to inform and acknowledge outstanding performances. Hopefully when looking over this newsletter each week our Team Members notice what good behavior looks like. Good behaviors are taught through training. Recently there have been two incidents where individual was struck by vehicles. Who was right and who was wrong does make a difference here as one ended in a fatality.

Good Behavior played a key in these incidents. Was the driver going too fast, was the driver distracted, was the line of sight impaired by another object? Those details remain to be heard or seen. However, our job as drivers includes our ability to see ahead and avoid circumstances.

Our driveways and properties are potentially hazardous because our GUESTS are always in a "Hurry." We may not be able to control our GUESTS and their behavior however, we should try to identify any places of interest if we have them.

There are many studies out there that pertain to this subject. I found that the CDC had a very profound one https://www.cdc.gov/transportationsafety/pedestrian_safety/index.html.

The incidents that happened in the Midland area in the past weeks still have unknown causes. One of them happened on our property and there are no major injuries known. The other was on a roadway away from our property and sadly that person did not make it.

Where we are concerned, when our Team Members are out in the parking area, please be certain we are wearing safety vests that is our main line of defense. When we are driving avoid distractions, CELL PHONE USE, is high on the reasons for vehicle accidents as a whole. Drive cautiously in parking lots, quit being in such a hurry, parking areas are very dangerous and there are usually others that are coming and going that are in a hurry also.

The key takeaway here is please watch for pedestrians because they may not be watching for you. Distractions are a huge cause of vehicle / pedestrian accidents and control the only person we can control and that is ourselves. Thanks for listening and Keeping Safety in Sight and remember Nothing is Too Small.'

If you have topics, you would like to see please send them to safety@kentoil.com.



MEET OUR LEADERSHIP TEAM

Fred Silhanek, Vice President of Food Services

1. What do you feel is the biggest strength of our company right now? Our biggest strength is The Kent Companies Team and the great brand recognition they have developed by delivering friendly service and quality products in a sparkling clean facility.

2. What goal do you have for the company? Our goal is to deliver the best service and meals that make a Guest say "Wow that was a darn good meal"

3. What was your first job? My first job, at 12 years old was pushing shopping carts for Kings Supermarkets in New Jersey. I quickly learned the importance of caring for the Guest by giving better service than our competition.



4. What was the path you took to get to where you are today? I started in the restaurant industry during high school and eventually joined Luby's Cafeterias in Texas as a manager trainee. My Luby's career and training prepared me for the opportunity to lead the Fuddrucker's restaurant chain working all over the world. The Kent Companies was looking for a restaurant leader and I jumped at the chance to take on a new challenge.

5. What has been your proudest moment? My proudest moment has been coaching our Team in the development of new products, packaging and the way we do business. To see "the light go on" with the Team when they learn we can produce high quality products and they are the ones that made it happen.

6. What is your favorite memory with the company? My favorite memory was not the big freeze last year but the way our Team came together to keep our businesses open. Every Team dug deep and put forth their best to not only keep the lights on, but to serve our Guest's with a smile while shoving the snow out front. Bravo!

7. What are your outside interests? I enjoy spending time with my family, playing golf, dining out and experimenting in the kitchen at home.

8. Tell me about your family? I am blessed to be married to my wife Sue for 37 fun filled years and to have our daughter Alexandra who lives just down the street from us. We also have a Standard Poodle named Bella that enjoys driving me crazy.

9. What is something most people don't know about you? When I was 10 -14 years old, I was a professional model along with my sister Lisa. I appeared in the Sears catalog and TV commercials for Crest toothpaste, Corgi Toys, Nationwide Insurance and Chun King Chinese food.

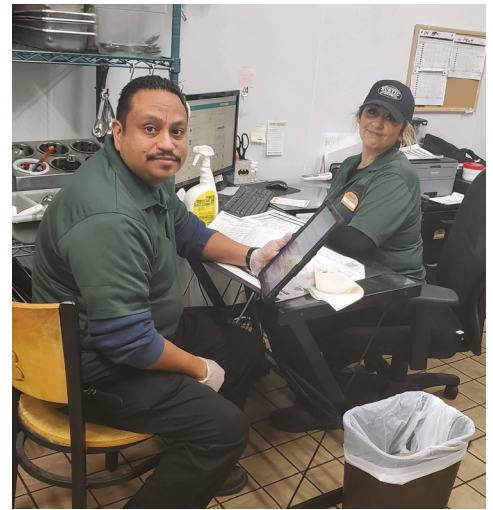
FOOD SERVICE NEWS



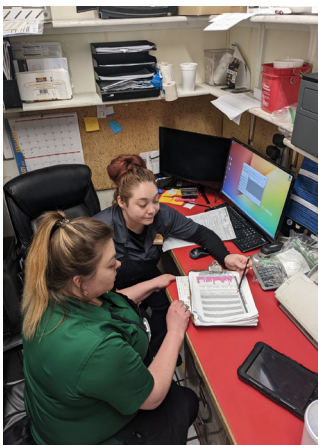
Baskin 1492 Leadership Meeting.



Rustic 440 leadership meeting going over expectations on keeping our restaurant clean.



Rustic 315 leadership meeting.



Rustic 501 Misty conducting her leadership meeting and training on how to do truck order.



Julie Huddleing out orders at 930!



1079 doing their thing!



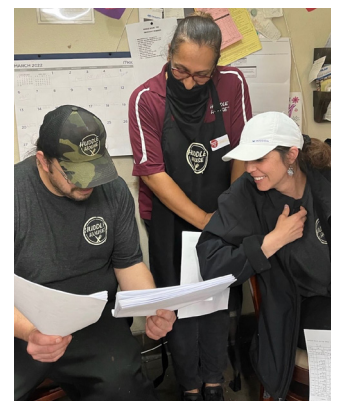
Manager meeting in San Angelo.



Team Monahans!



805 Discussing evacuation processes and tornado protocols.



We were discussing labor and how to bring it down. We discussed waste and also how great everyone is helping one another.

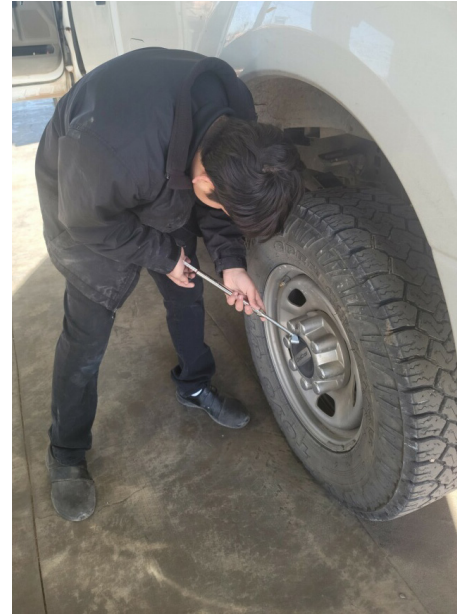
KENT LUBE NEWS



David and Jessie giving us a smile!!



Moriah cashing out a guest!!



Angel making sure the tire pressure is right!!!

KENT CAR WASH NEWS

All 3 locations are washing tons of dirt off from the wind storms!!! This weekend is going to be beautiful, come get a fresh car wash!

