

Weekly Newsletter

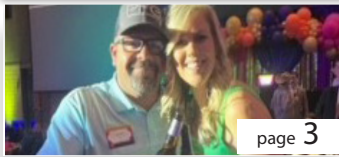
THE KENT COMPANIES

Making your life
easy

Period 3, Week 3

March 9, 2023

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Safety Message



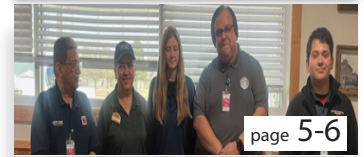
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BOUNTYLAND NEWS



Congratulations to Denise and Josh on their new ride. Be safe and enjoy your ride.



We would like to welcome Nick (left) and Nate (right) to our Team at 709/711. We are glad you both joined our Team here in the Highlands.



Happy birthday to Jessica who helps at 709/711. Hope your day was filled with many blessings. Also, a big happy 1 year anniversary with our Team.



Kellsie at 701 is celebrating a birthday. Hope you had a great day, Kellsie!



Joe at 716 is also celebrating a birthday. Happy birthday, Joe!

BOUNTYLAND NEWS



Part of the Eastern Team all dressed up and ready to go celebrate at the banquet.

Left to Right:

Mark G. Head of maintenance, Ashleigh T. store manager at 705, Shayna J. store manager at 704, Nicki L. Field Coach for district 10, and Rhonda at 707.



Little Bit with one of our favorite Guests Danny! Danny knows everyone here at Bountyland.

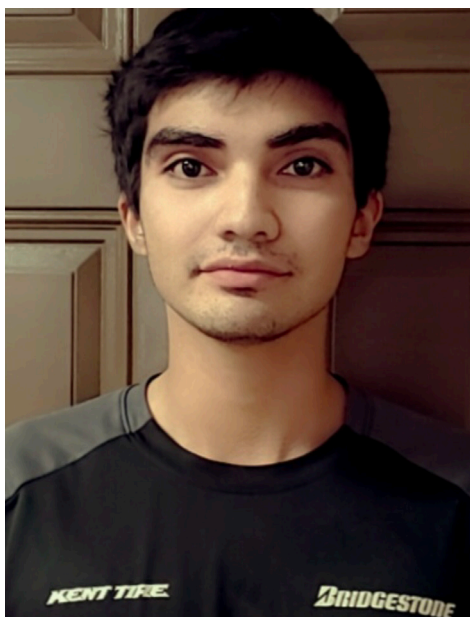


We want to shout out a huge happy birthday to Little Bit at store 706! Hope your special day was terrific!



Rhonda at 707 showing off her award to all of her favorite Guests that come to this location each day.

KENT TIRE NEWS



We want to take a moment to congratulate our February Team Member of the month, Darian J.!

Darian has been with us since 2021. He is always a hard worker, and always goes above and beyond what is asked of him. Thank you for your hard work, you are very much appreciated.

EPT NEWS

Express Petro Transportation salutes and gives special recognition to two very outstanding drivers!

Adrian Sotomayor: (Right)

Adrian earned the coveted title of Express Petro Transportation Driver of the year! Adrian has only been with Express Petro for about 2 years and in that short time he has really made a name for himself. His positive attitude and strong work ethic are his most valuable assets. The fact that in that time he has made VERY FEW mistakes, is always eager to go above and beyond and never tells us no makes him one of our most valuable assets. Adrian always has a smile on his face and brings a positive attitude and vibe to everyone he encounters. He relocated to our Tennessee market from Midland to help us out there and the management team was delighted to agree on and award Adrian the Driver of the Year award. Thank you, Adrian, for everything you do.



Scott Lee: (Left)

Scott has been with us for just over two years. Prior to Express Petro Scott was a long time Bull hauler for nearly 20 years!! Scott was very weary of changing career paths and didn't know what to think about this fuel hauling business. I don't think I have ever run across someone who has asked so many questions in my life. It was clear from the beginning that Scott was all about one thing: doing things the right way and not making mistakes. Sometimes even the best of us have gotten ourselves in a situation by making a judgement call instead of taking the time to stop, collect our thoughts, and find out the correct procedure, NOT Scott. His attention to detail and driving experience has paid off earning Scott the Express Petro Safety award. Thank you, Scott, for your attention to detail and work safe mentality.



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.

Better watch the clock this weekend we are going to spring forward an hour on Sunday. Not a fan of the time changes wish they would leave it one way or the other. But there are far greater concerns in the world right now than that.

What about inflation and the price of everything. I know ya'll are hearing and feeling the inflation. I bet you are hearing it from the GUEST as well.

I hope Martha James does not mind but I am using her training tools. BTW, I love acronyms. Martha's acronym for this is "LEAST"!

L = Listen

E = Empathize

A = Apologize

S = Solve

T = Thanks

See Martha thought I was asleep during this part of the session!!!

Now, to apply this lesson. GUEST may not always be right, but they are the GUEST, and we should listen to their complaint. When you empathize, you feel their pain and offer up understanding. Apologies are accepted and a little research helps to explain why the price is so high. Simple supply and demand can be used. How do you solve the unsolvable in the fuel price scenario? You apologize: "I am sorry it is so high, and I feel it too, I wish I could help it in some way". Most people know the why and just want someone else to understand their problem. With other scenarios there may be a real solution and you should seek that out when possible. Look how we use LEAST in the following example; listening to the complaint, empathizing with the Guest, apologizing, offering to solve the issue, and finally giving thanks. "I am sorry we dropped the ball on that, I hope we were able to solve the issue and not allow that to happen again, thanks for your patience and understanding and thank your for allowing me the opportunity to make it right."

So, "LEAST" means this is the least you can do to help our GUEST to want to come back and trade with us. A GUEST of mine once said the reason I shop here is because I know if it is not right you will make it right. "LEAST" can be used in almost any situation. Keep up the safety efforts. Thank you all for Keeping safety in Sight and remember "LEAST" as Nothing is too Small.



FOOD SERVICE NEWS



Rustic 219, Madison giving really great service for our Guest.



Rustic 501, we thank our cook Amber and server Jean for all their hard work!



Ana and Aislinn loving their training in the kitchen at Rustic 219



Carla assisting a Guest at Rustic 315.



Rustic 321, thank you Alma for always having so much passion and pride in keeping our hotbox filled.

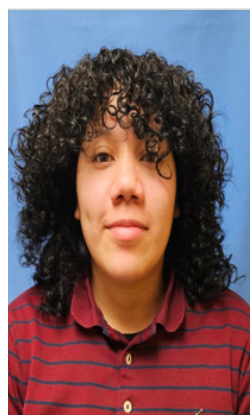
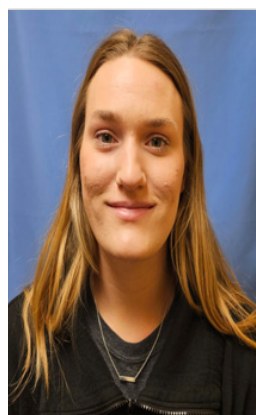


Rustic 440, Tabatha serving our Guests with her best smile!



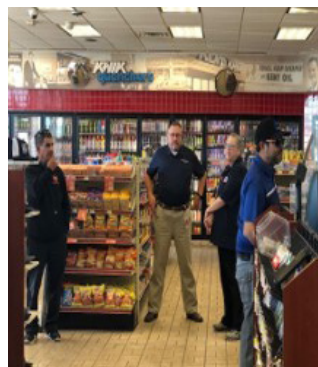
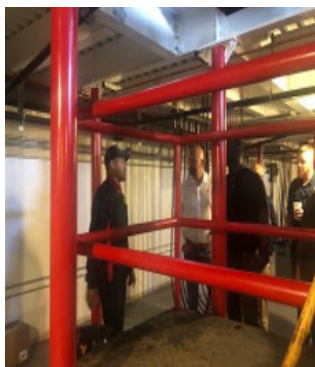
Jessie Soto at 1491 making clown cones.

KENT KWIK NEWS



Welcome our Midland and Odessa new Team Members for the week; Alyssa, Sarah, Faith, Silvia, Amanda, Maudie and Sarah.

KENT KWIK NEWS



It was fun touring several of our stores and the Kent Lube with Team Members from our outside location on Saturday morning! Thanks for visiting everyone.



Join me in congratulating Jimmy, our Director of Special Projects, on his one-year anniversary with the company.



Happy birthday to Yetzel from store 315. Hope your day was great!



Join Sam and his Team at store 440 on celebrating Field Coach Johnny's birthday. Happy Birthday, Johnny!



Great job to the following stores on going above and beyond by taking care of Safety. They scored 100% on their safety inspection! 212, 214, 219, 319, 431, 433 and 440.