

Weekly Newsletter

THE KENT COMPANIES

Making your life

easy

Period 8, Week 3

July 27, 2023

Tom Thumb News



page 4

EPT News



page 5

Bountyland News



page 6-7

WesTex News



page 9

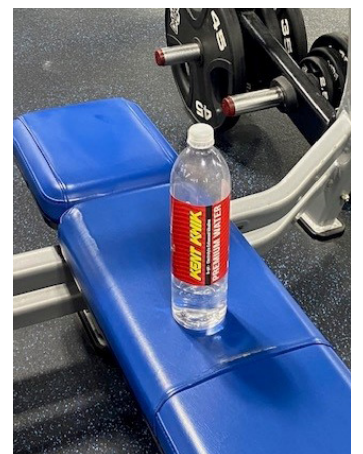
KENT KWIK NEWS



221 Team prepping for the Tuesday new store opening.



Happy Birthday to Field Coach, Lorena! We appreciate you, and your servant leadership!



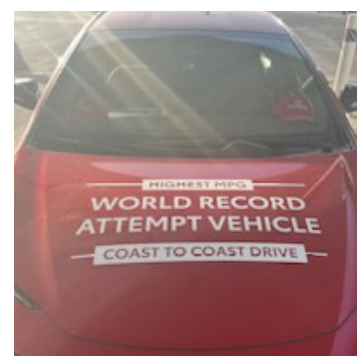
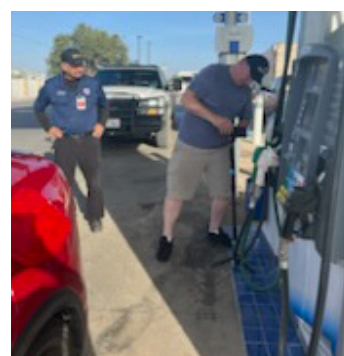
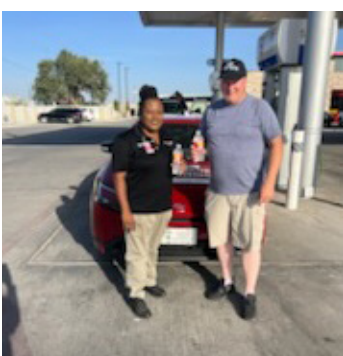
The hardest working H2O in town!



Lots of our new Team Members are working hard to exceed expectations during training. Keep up the great work!



Senior Field Coach, Mike, is doing a great job training new Team Members to make great food in the 221 deli. And they are executing the recipes perfectly, look at those amazing pizzas! Great job, Team!



A Guinness world record attempting Toyota Prius stopped by 325 for some Ethanol free gas today! We were happy to get them fueled up and back on the road. Good luck!

KENT KWIK NEWS



A Guest wanted to purchase a pallet of our Kent Kwik water. After making the sale, we sent them to our amazing DC Team who loaded the pallet onto their truck for them. Great Teamwork!



HR Team bringing the recruiting heat at 221 Odessa!



Megan B., Assistant Store Manager of 221, demonstrating a high level of leadership while working hard to get the store ready to go!



Saturday BDE! 5-star Frank training and developing the new Team on the history of our organization, Kent Culture, Safety and Benefits! Thank you for the hard work, Frank!



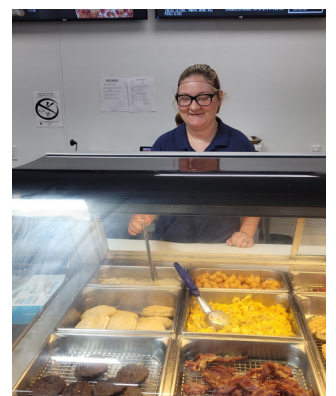
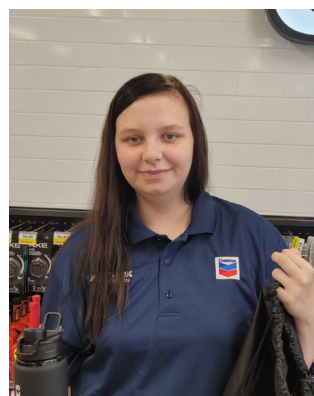
The VP of Store and Food Service Operations, Melissa is on the move! Coaching, training and developing the Florida Tom Thumb Team!



Kaitlyn, at 901, and the Team celebrating her birthday.



Madison C., at 905 (left) and Amber K., at 903 (right) are loving their new hire swag bags! Welcome to the Team!



Now serving breakfast at 901. Food looks great, Team!

KENT KWIK NEWS



Welcome our New Team Members for the week; Jose, Andrea, Veronica, Haritzel, Anita, Emily, Anahi, Jasmin, Ava, Angelic, Saidee, Aaron and Guadalupe.



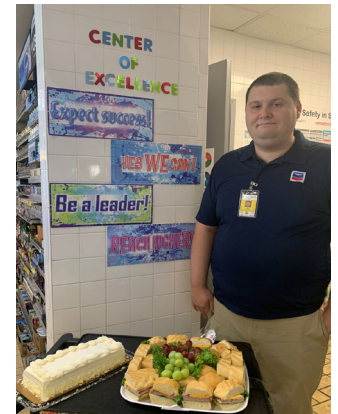
Thank you to our awesome maintenance department for everything they do!



Doug is making sure his store is ready for Guests by power washing the parking lot. Great job, Doug!



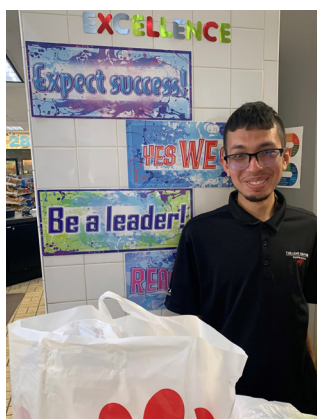
It's all about Teamwork! Brandon, from IT stepping up to help with a register at a busy store.



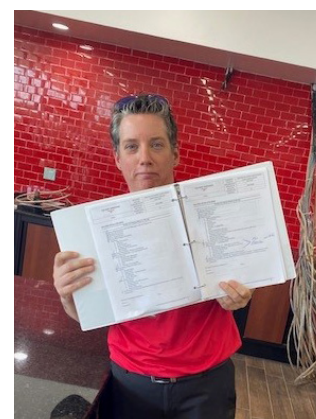
Join us in wishing a happy birthday to Jay, from store 317. Happy birthday, Jay!



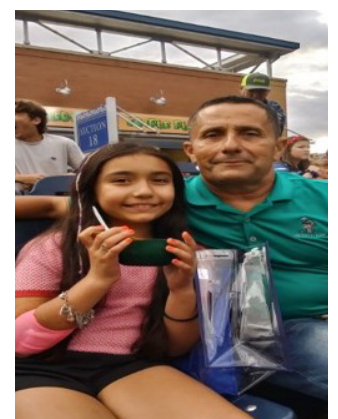
Happy birthday to assistant manager, Rachel, from store 215.



Andrew is celebrating 3 years with Kent with his favorite meal, chicken nuggets from Chic-fil-a. Happy anniversary, Andrew!



April demonstrating Servant Leadership at 262 while championing her T&D! Thank you for your leadership, April!



Sam, from store 317, is enjoying a day watching a baseball game at the Rockhounds stadium with his daughter.

TOM THUMB NEWS



Elena, at 951, celebrated her 19th year with Tom Thumb!



Marlen, Ruth and Jairo, at 952, received their knife case and are excited to rise to the top in knife sales.



Rick and Don our Florida auditor. Building strong relationships! Thank you, Rick.



Jessica, Melissa and Rick at the FPMA trade show in Orlando visiting with OPIS.



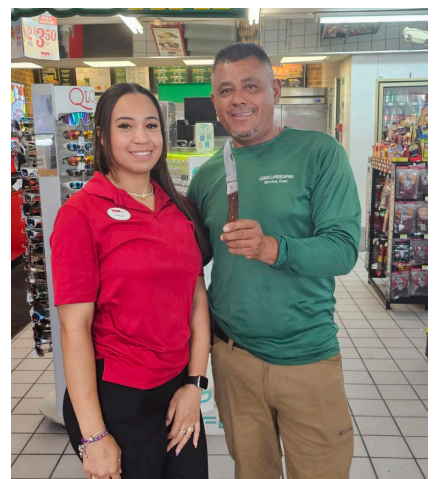
Another alcohol sting passed at 959. Fantastic job Neisha, Magda and the 959 Team.



Juila and our Zuma rep, Mike, at 953!



Jario and a happy Guest purchasing knives from their new knife case!



Thalia, at 952, sold 4 knives to one Guest! Way to go, Thalia!

EPT NEWS



Congratulations to Eric W on his recent 2nd place win: Men's physique Masters 35+, Men's Physique Masters 40+. Those placings qualify him to compete for his Pro Card next year in Masters. Very impressive for someone who has been competing for just 3 years.



Eric is also celebrating 3 years with Express Petro Transportation this month. Eric volunteered to relocate to Mobile Alabama and start up a truck in that market with recent expansion in the area. He started his career in the San Antonio market, and he is a very seasoned fuel hauler. We are taking full advantage of his experience and breaking ground on new markets. Very excited to have high caliber drivers like Eric on the team. Here are some pics of Eric getting it done in San Antonio and in Alabama. I'm telling you, he's all over the place.

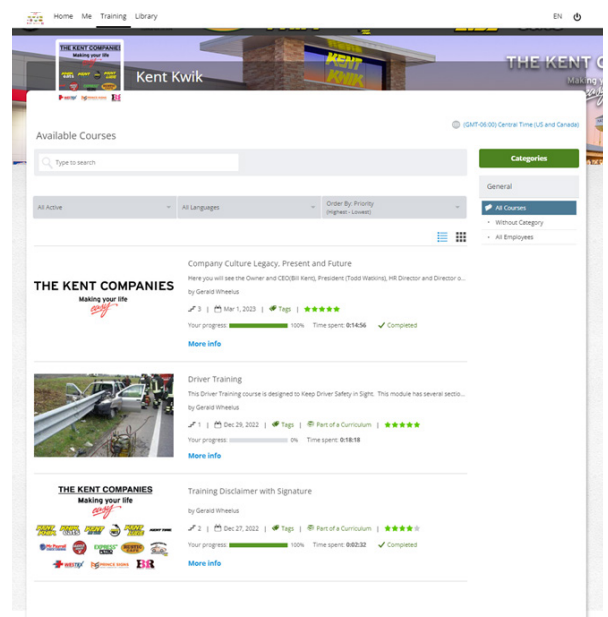


TRAINING NEWS

Have you heard about SchooX yet? With much anticipation, it is going to be rolled out very soon! Please begin to watch your **personal email** for login information.

If you want to get ahead of the game, you may download the SchooX app onto your phone or send an email to gwheelus@kentoil.com, mmclendon@kentoil.com or wcote@kentoil.com, and we will get you loaded early.

Remember, we will never ask you to perform training while you are not being paid, so please utilize the store computer or store tablet to complete your training and communicate with your supervisor that you need time to perform this all-important training.



BOUNTYLAND NEWS



East coast, Wes Reinhold and Team showcasing the Kent Culture across Districts 7, 10 and 11! Way to create the magic, Eastern Region!



Happy birthday to Gracie (left), at 704 and Lin (right), at 707! Hope both of your days were extra special.



Welcome to our 705 Team, Josh!



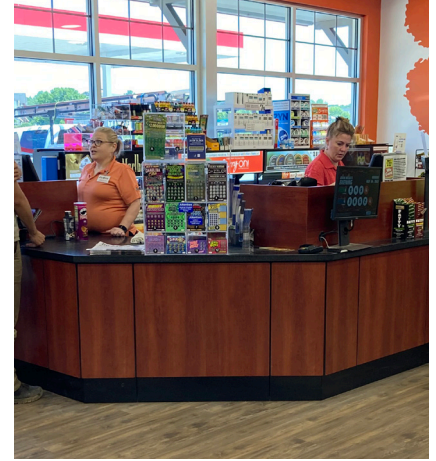
We are excited to introduce new Team Member, Tosha, at 706!



Evelyn, at store 716, is zoned in on getting the store fully stocked with groceries for our Guest.



Our faithful Guests come in daily to get fresh hot food from our deli! Thanks for always stopping by.



Missy and Jenn, at 716, ready to make sure each Guest is taken care of in a timely manner.

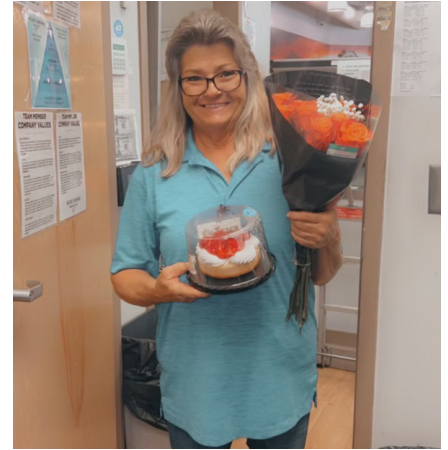
BOUNTYLAND NEWS



Mark waking everyone up at 706.



The energy and enthusiasm of the Eastern Region! Best in class operations and demonstration of



Tracy, at store 701, is celebrating her one year anniversary with our Team. We appreciate all your hard work and dedication. Keep up the good work, Tracy.

MR. PAYROLL NEWS

Last weekend, many of our Team got together with Rosa (2302) to celebrate her daughter's Quinceanera. We hope her daughter enjoyed every moment of it with and the time spent with family.



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.

Recently we had two Boil Water events. When this happens, it is imperative that you contact Maintenance and Safety. There is a lengthy procedure that must be performed in order to keep our GUEST's and Team Members safe from potentially contaminated water. If there are questions about the procedures, please contact safety@kentoil.com.

The first step is to contact your Immediate Supervisor; the second is a Maintenance Request; the third is an incident report. If these three things are initiated, it will make life easier for you and your team.

KENT KWIK EMERGENCY PROCEDURES/2022

BOIL WATER NOTICE

BOIL WATER NOTICE (NON-FOOD SERVICE)

The Manager on duty will:

- Contact General Manager and Field Coach to notify and receive guidance.
- Initiate Maintenance Request Ticket

The Field Coach will:

- Contact water department TEL# _____ for confirmation of Boil Water Notice (BWN) and details of when to expect the BWN to be lifted.
- Re-connect with facilities and initiate the procedures to discontinue use of all equipment that uses public drinking water:

Utilizing the checklist provided:

- Do not use post-mix carbonated beverage machines, auto-fill coffee makers, instant hot water heaters, ice machines, etc. using auto-fill methods.
- Discard existing ice and do not make more ice.
- Have facility turn off water to all equipment that might be contaminated due to public water BWN.
- Post signs: **Extra Employee Hand Sanitizing Necessary.**
- Initiate Proper Hand Sanitizing Procedures:
 - Use hand sanitizers generously.
 - Stage hand sanitizers on the counters in abundance for **GUESTS**.

After the Public Water System lifts the Boil Order Notice:

The Manager on duty will:

Utilizing the checklist provided:

- Flush pipes / faucets for at least 5 minutes;
- Flush, clean and sanitize equipment with water line connections according to manufacturer's directions
- Flush drinking water fountains for at least 5 minutes.
- Clean and sanitize the ice machine.
- Discard the first batch of new ice

Revision date July 20, 2022

KENT KWIK EMERGENCY PROCEDURES/2022

BOIL WATER NOTICE

BOIL WATER NOTICE (FOOD SERVICE)

The Manager on duty will:

- Contact General Manager and Field Coach to notify and receive guidance.
- Initiate Maintenance Request Ticket

The Field Coach will:

- Contact water department TEL# _____ for confirmation of Boil Water Notice (BWN) and details of when to expect the BWN to be lifted
- Decision will be made and communicated back to facilities of decision made to operate at **diminished capacity** or to close the establishment until the BWN is lifted.
- Re-connect with facilities and initiate the procedures to discontinue use of all equipment that uses public drinking water:

Utilizing the checklist provided:

- Do not use post-mix carbonated beverage machines, auto-fill coffee makers, instant hot water heaters, ice machines, etc. using auto-fill methods.
- Discard existing ice and do not make more ice.
- Have facility turn off water to all equipment that might be contaminated due to public water BWN.
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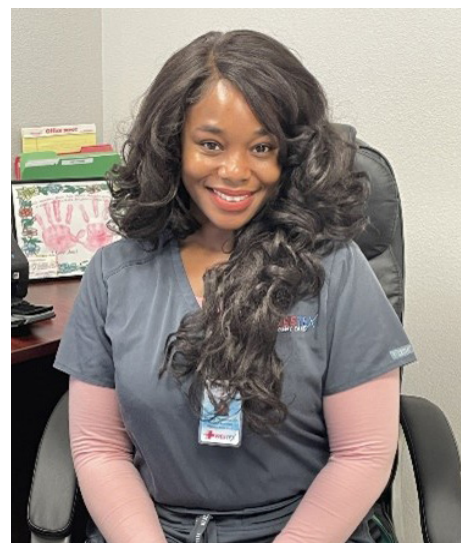
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WESTEX NEWS

Congratulations to our Team on their recent promotions at WesTex Urgent Care!

Moises has been promoted from Clinical Coordinator to “Operations Manager” which will ensure smooth daily operations of all the clinics. Additionally, Moises will coordinate and lead the clinical support staff (MAs, Xray Techs, Clinical Managers, and Receptionists).

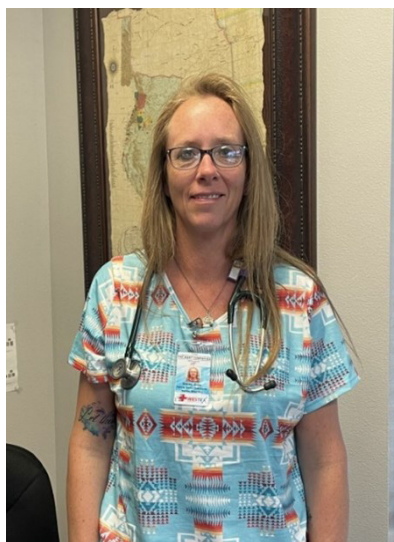
Sabrina has been promoted to Clinical Manager over the Odessa Clinic, Tierra has been promoted to Clinical Manager over the Midland South Clinic, and Beverly has been promoted to Clinical Manager over the Midland North Clinic. Our Clinical Managers will take on a more prominent leadership role and will help ensure team cohesiveness and improve communication between and within clinics. This will move us toward unified and standardized practice in all clinics.



Pictured left; Moises, Tierra and Sabrina. Beverly is pictured right. Congratulations to everyone on your well deserved promotions.

We also want to take a moment and introduce another one of our Family Nurse Practitioners, Stacey G. Stacey started her healthcare career in 1999 in EMS, and then went on to earn her BSN in 2008 and her MSN in 2018. She began working as a nurse in 2008 and as a Nurse Practitioner in 2018. She has 20 years' experience in emergency medicine and 4 years as a Nurse Practitioner.

Stacey is married and has 2 teenage boys at home. They have a total of 9 children and 6 grandchildren! Being with her family is her 'best place'. Her family is very outdoorsy, and they love to hunt, fish, ride their horses and just spend time together.



FOOD SERVICE NEWS



Mersaydies, at 805, helping out on a project! Thanks for the hard work, Mersaydies.



Sapphire learning expo and how to read tickets in the 805 kitchen.



Amelia, at 1107, making sure to get some deep cleaning done on the tables.



591 evening and afternoon crews working hard to keep the store clean and take care of the Guests.



Joseph, ensuring everything is stocked and cleaned for next shift.



Avan getting dishes and deep cleaning knocked out at 1107!



Field Coach, Devon, jumping in to get dishes knocked out on a busy day!

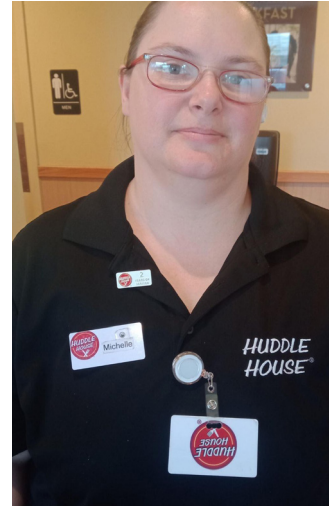
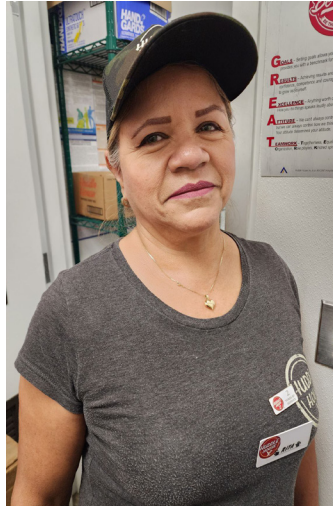


Congratulations, Mercedes, on becoming RASM at Huddle House 1107!



Devon and Carson, (not pictured) presenting Huddle House operations during the Store and Food Service Operation Business - Talent Review. Health of the Team, Guest and Financials. Great job everyone!

FOOD SERVICE NEWS



Congratulations to Angelica, Nancy, Rita, Michelle and Yanet (not pictured) on their 2 year anniversary here at Huddle House 1079! Thank you all for everything you do.