

Weekly Newsletter

THE KENT COMPANIES

Making your life
easy

Period 9, Week 1

August 10, 2023

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KENT KWIK NEWS



ASM, Megan, training the Team through workforce management via Zenput! Megan, thank you for demonstrating process discipline!



Wishing Nolan, from store 326, the best of luck on his college journey. See you on winter break!



Store leadership and Safety talk with Gerald and Mason! Remember to always keep safety in sight and be vigilant.



Dynamic duo in recruiting bringing the best of the best to The Kent Family! Way to go, Kareem and Jacob.



Working hard bagging ice at 326. Great job keeping the ice caves stocked!

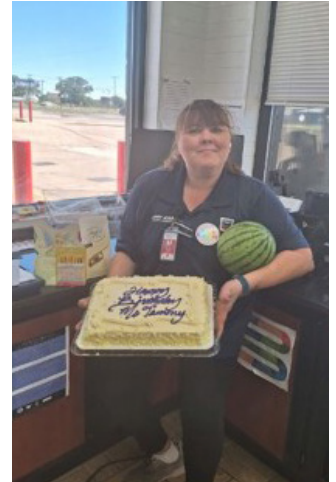
KENT KWIK NEWS



Super Recruiter, Tish, following up on the training, development and wellbeing of the 221 Team!



Martha J. jumping in to support Kwik Eats and demonstrating Kent Team Values!



Join us in wishing Ms. Tammy a happy birthday. Happy Birthday, Tammy!



Excitement is in the air with school starting. Lots of smiling faces will be coming to shop at our stores!

Happy Birthday, Gladys! Hope you had an awesome day!

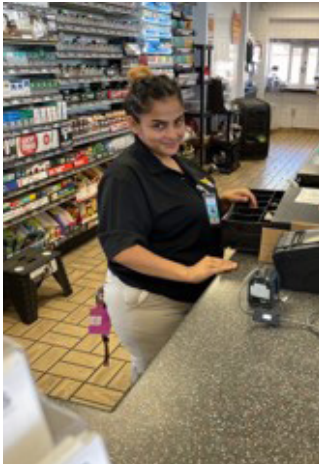


Store, Food Service Ops and Training reviewing new training initiatives on the horizon! One Team, one vision, one goal!



Celebrating a great sales week at store 219.

KENT KWIK NEWS



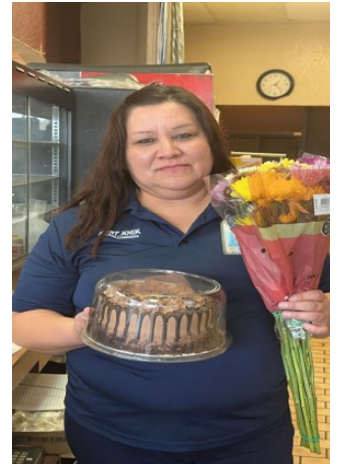
Assistant Manager in Training, Roseanna, came over from the deli to learn the registers at store 302. Cross training is fun!



Join us in congratulating Casey on his promotion to Team Lead. He's proud of his new badge.



A big thank you to Destiny for helping out at our store in Big Lake. Thank you, Destiny!



Join us in celebrating Teresa's birthday from store 467. Happy Birthday, Teresa!



We've got a bunch of excited new Team Members to welcome this week! From left to right (Top row): Deborah, Crystal, Christine, Erica, Sarah, Jamie, Tonya, Jacqueline, Anna, Iysa, Tericka. (Bottom row): Eileen, Christian, Chelsea, Kelly, Alicia, Delfina, Roseanna, Miguel and Dameon.

KENT KWIK NEWS



Here's a Kent Way Moment on Eileen, one of our New Team Members.

A guest purchased a money order from her store, and he came back once he realized that he could not use it. He asked Eileen to cash it for him and she informed him that she could not cash it and gave him a complementary envelope and stamp. She helped him fill out the money order and put it inside the envelope for him. She found the post office so he could drive there and drop it off. The Guest was very grateful that Eileen was able to help him (she suggested trying Mr. Payroll, but they were not able to cash it either).

Eileen did a great job on her first day of training at store 317. This is her comment, "I had a nice day. My first day was great and Michael is awesome. Everybody in the store is great. Michael's training is amazing".

Thank you, Michael, for everything you do!!

As a leader, you have an incredible opportunity to change someone's life every single day. It could be something as simple as saying hello, writing a handwritten note stating you did an excellent job today or remembering your employee's names when greeting them.

Some leaders take these things for granted but believe me; your employees will feel valued. Leadership is all about people, the little things make a huge difference, and the organizations that get it are the ones that ultimately succeed.

Leadership is never about tearing people down and making people feel less than themselves. Leadership is about people; it's about inspiring people to believe that the impossible is possible. It's about developing and building people to perform at heights they never imagine. It's about making a positive impact on your community, your company, your department, your employees, and by extension, the world.

As a leader, you don't inspire your team by showing them how amazing you are. You inspire them by showing them how amazing they are.



-John (pictured right), Director of Operations of the Western Region

WESTEX NEWS



Meet one of our Certified Physician Assistants, Haley! Born and raised in Midland, Haley graduated from Lee High School where she participated in local theatre. She then went on to receive her Bachelor's Degree in Biology and Chemistry from UTPB. Haley worked as a Nurse Aide at Midland Memorial Oncology for 4 years, prior to Physician's Assistant school. Loving the medical field and wanting to do more for her patients, she earned her Master's Degree in Physician Assistant Studies from Texas Tech University.

Following her graduation, she worked for 3 years as a Physician's Assistant in Pediatrics here in the Permian Basin and brings a vast knowledge of Pediatrics to add to our amazing staff at WestTex Urgent Care. Haley has been with WestTex for almost 5 years.

When not working, Haley enjoys vegetable gardening, running, kayaking, rock collecting and especially spending time with her husband, Matt, and her two-year-old son, Murray. She also has a pet dog, a Blue Heeler.

WTUC Medical Assistant, Damary, and Raul are expecting their baby boy, September 8th.

Our Team Members are supportive not only of their patients, but also of each other! Some of the Team from the clinic celebrated with Damary at their baby shower last Saturday! Wishing you both and your new baby all the best.

Pictured from left to right; Espy, Stephanie, Raul, Damary, Sabrina, Nayeli, Tierra and Moises.



MR. PAYROLL NEWS



Team Member appreciation this week goes to Ms. Rebecca at 2301. Thank you for all you do and always giving us lots of laughs. Please keep that up and know that you are very appreciated by everyone!

FOOD SERVICE NEWS



On Wednesday, the Huddle House Crew got together for a Rockhounds game. Pictured from left to right; Carson, Yudeth, Zena, Rachel, Celsi, Devon, Greg and Mike.



Carson going over important training for the Huddle House Team.



Huddle House divided and conquered. Happy 90th birthday, Darold and a speedy recovery to Rodney "the huddle grandpa".



Sam from 440 Haskell dropping it like it's hot at the Store Leadership Kwik Eats training and development sesh!



District 5 goes all in food first! Food development on the move!



Mike "atta boy cowboy" training and developing store leadership to be food focused. Way to go, Mike.

FOOD SERVICE NEWS



Rachel and Huddle House Team 1079 training on the new Chicken sandwiches and LTOs. Looks great, Team!

BOUNTYLAND NEWS



Sandra, at 709 (left) and Ray, at 711 (right) are celebrating their Birthdays! Hope you both had an amazing day.



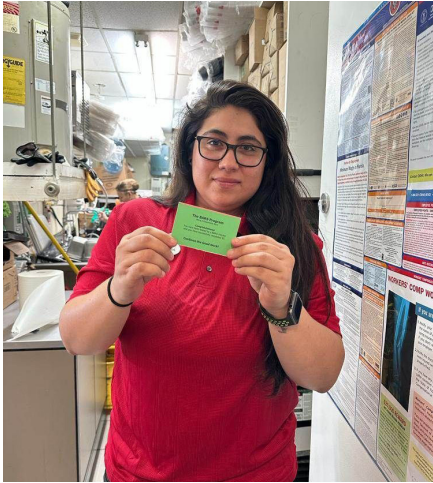
Lisa has joined our Team at 702. She is all in on learning about Zenput. Welcome to our Team, Lisa!



Caroline and Melanie, at 702, are smiling and ready to help our Guests. Keep up the great work, Team!

**GREAT
WORK
TEAM
WELL
DONE**

TOM THUMB NEWS



Giuliana, at 963, passing her undercover mystery shop!



Janice, 952 assistant store manager, going over the new lotto games with a Guest.



Anait selling Mike his 4th knife from us. Way to go!



Rocio, at 963, busted out 21 pizzas before noon for our hungry Guests! 963 set a record week for Kwik Eats!



Thalia, at 953, continuing the focus on knives!

PRINCE SIGNS NEWS



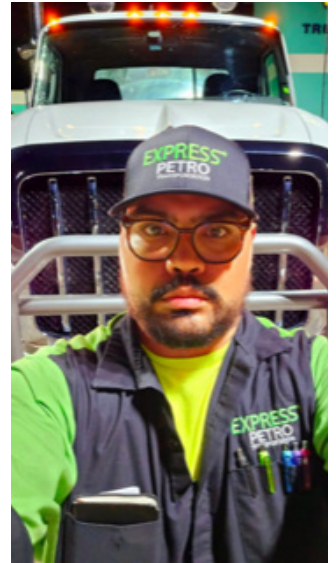
The Prince Signs Team getting a brand new flagpole up at 326. As always, you'll be able to see this one from miles away. Great job, Team.

EPT NEWS

Awesome Kent Way moment from our EPT Team. This week we recieved this email from our insurance company praising our driver, Kim (left) and trainer, Jesus (right).



"Good Morning,
I wanted to take a moment and give some kudos to a driver. I later learned that the driver is currently in training, so I have kudos for both the trainer and the driver. Yesterday, as I was heading home, I was behind trailer #8117 from Loop 250 in Midland to the Kent Kwik at 158 and 1788. We all know that traffic is crazy on any of the roads around here. I see quite a bit on my way home but not from this driver. I made it a point to turn around and go back. I wanted to get the truck number (8043), introduce myself (giving them my business card to verify that I am who I said I was), shake their hands and tell them thank you for being a great asset to your team. Kim was driving and Jesus was training her. Thank you for having amazing people. It helps make the long drive home a safer one." - Amy B. Insurance Rep.



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.

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NOTES	NOTES

A safety program holds everyone responsible for an incident or accident. There are some things that we are required by law to report and others that we are only required to document. We owe it to each other to offer a safe environment to work in, and when you do not report an incident/accident or near miss you are missing an opportunity to make everyone around you better. Please pay close attention to the Wescon, KDI, and Vehicle Accident Reporting.

If you have any questions about the proper reporting process, PLEASE PLEASE PLEASE reach out to us to be certain the proper process is followed.



Gerald is living his best life, knowing our Team is safe because everyone took the time to fill out an incident report whenever they have an accident or near miss.

SAFETY NEWS

Finally, a reminder for proper procedures in case of a robbery or break in. Please review the below information and make sure your Team is aware of what to do in case something happens. Remember that the most important thing is the safety of yourself, your Team and your Guests.

IF A ROBBERY/ BURGLARY/ BREAK-IN OCCURS

REMEMBER: Your personal safety is of primary importance to this situation. Do not do anything that might jeopardize your safety or that of your Guests and employees.

- **STAY CALM**
- **OBEY INSTRUCTIONS FROM THE ROBBER**
- **DO NOT ATTEMPT TO STOP OR APPREHEND THE ROBBER**
- **DO NOT STARE AT THE ROBBERS. THIS MAKES THEM NERVOUS.**
 - If able to observe the robber without staring, carefully note their physical description and dress, including any distinguishing characteristics, clothing, scars, marks, weapon type, height, weight, hair color and length.

AFTER THE ROBBERY

- Do not chase the robber.
- Call 911, Manager: _____ and Field Coach _____
- Do not chase the robber.
- Do not chase the robber.

MANAGER ON DUTY DOES THE FOLLOWING

- Preserve the crime scene until police arrive. Place a plastic bag over anything the robber may have touched.
- Help identify witnesses, recording names and phone numbers.
- Advise the General Manager, Field Coach, and Loss Prevention immediately.

SAFETY NEWS

KENT KWIK EMERGENCY PROCEDURES/2022

IF A ROBBERY/ BURGLARY/ BREAK-IN OCCURS

MANAGER ON DUTY DOES THE FOLLOWING

- Request Maintenance Department assistance to repair areas in the store that need securing/repairing in order to get the store back up and running.
- Refer ALL media/non-police inquiries to Meredith Bright at the Corporate Office (see Media Crisis section of emergency procedures). Police inquiries should be referred to Loss Prevention for coordination of information.
- Help Team Members record their descriptions of the robber and escape vehicle.

IMPORTANT: Do not divulge the exact amount of monetary loss to anyone but the Field Coach, Director, Finance and Loss Prevention. Acknowledge only that an "undetermined amount of cash" was taken to anyone else.