

Weekly Newsletter

THE KENT COMPANIES

Making your life

easy

Period 9, Week 3

August 24, 2023

Team Member Spotlight



page 5

Kent Kwik News



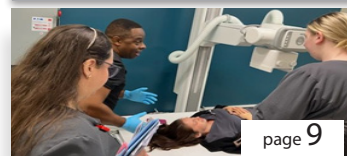
page 6-8

Lube Center News



page 8

WesTex News



page 9

BOUNTYLAND GOLF 2023

Last week we hosted our annual Bountyland Charity Golf Tournament with proceeds being donated to the Helen Keller Foundation as well as local charities. Thank you to everyone who participated and helped make this a fun event that went smoothly. Everyone had a great time and we can't wait to do it again next year. Last (literally) but not least, our own Kent Team brought home trophies! Congratulations guys!



BOUNTYLAND NEWS



Lisa, at 702, has joined our Team. She is already working with Zenput. Keep up the good work!



We would like to congratulate Faye, at 702, on her recent promotion to Assistant Manager. We look forward to watching you grow. Keep up the good work!



Assistant Manager at store 703, Cathy, is welcoming Joshua to the Team. We are glad you are on our Team.



Bill and David Sr. getting ready to tee off!



Kristie, at 704, checking a vendor in! Thanks for always working hard.



MR. PAYROLL NEWS

We want to wish a happy 2nd work-aversary to Ms. LaSandra! Wishing you many more to come! Thank you for your patience, dedication and everything you do.

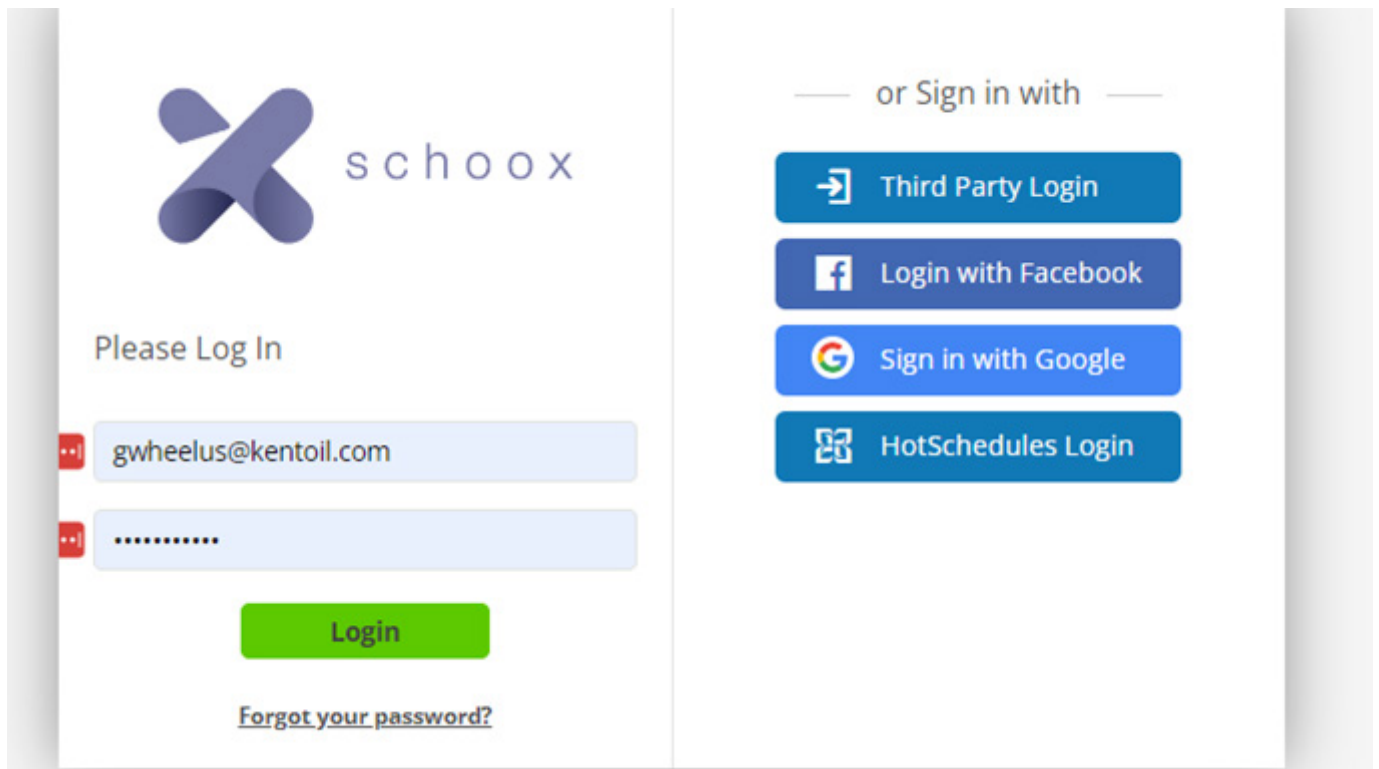


TRAINING NEWS

Please watch your personal email!

You now have your invitation to SchooX. Please be diligent in logging in and completing your assigned training. Contact Mason McClendon mmcclendon@kentoil.com or Gerald Wheelus gwheelus@kentoil.com with any questions. Don't forget you can also complete your training on the SchooX app!

<https://www.schoox.com/login.php>



FOOD SERVICE NEWS



Left: Alejandra making a delicious hand breaded sandwich!

Right: Amerrah showing off her cake decorating skills! Looks great, Amerrah!



TOM THUMB NEWS



Rosa, at 953, showing pride for enviroment.



Claudia Z. is offical at 963.



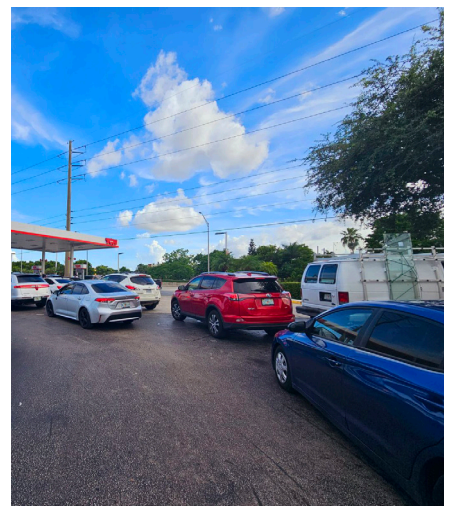
Marlene, at 952, helping a regular put air in their tire.



checking cigarette prices at 955, Tahis and Lisse. Tahis and Lisse are checking cigarette prices at 955.



Hats off to David M., at 953, for helping the Pricebook Team work through item set up issues in Florida. Great work, David!



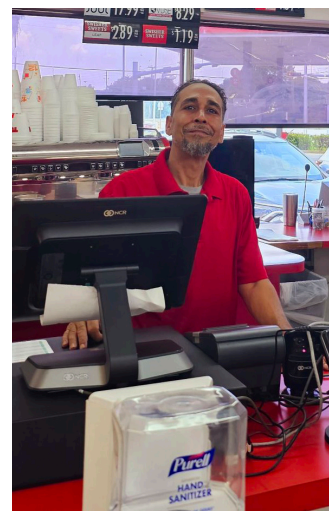
950 servicing the community of Hialeah on a busy evening the night before school starts. Gallons are up a whopping 47% year over year!

★★★★★ 8/19/23

📍 Tom Thumb Food Stores, 6601 Nova Drive, Davie, FL, 333...

Google

I have been going to your gas station at davie along with alot of my friends and family that live in the area and I have to say you have an employee his name is Victor and I purposely go there because he treats his customers with such kindness and always so pleasant unlike other places I go not only can he help customers that don't speak Spanish but he can help all customers English and Spanish and that is extremely important now a days to be able to communicate with the people you are helping there should be more. Workers like that in all kinds of gas stations that sell a lot of different things I asked a young lady the name of the Mgr and was given Carla so I would like her to read this and I also plan on calling your corporate office because I feel when an employee does a great job they should be recognized thank you for your time Marcia Tavares



Victor, from store 962, got this great review highlighting his amazing Guest Service. Way to go, Victor.

TEAM MEMBER SPOTLIGHT



Kathy R. Store 963 Manager

1. Tell us a bit about your role in the company:

I'm a Store Manager for Tom Thumb Food Store in Southwest Ranches, Florida. I began my career with Tom Thumb April 29, 2009. I started out as a clerk and was promoted to Store Manager 3 months after. I will never forget when the supervisor at that time was so clear to me and let me know, "You have only three months to do a good job if you want maintain your position ". I accepted the challenge with courage and have now been here 14 years training managers and assistant managers for other stores. Every day is a challenge for me because I continue to learn something new every day.

2. What was the path you took to get to where you are today?

The path that has brought me to where I am, has not been easy. I arrived in the United States in 2000 with my husband and my 2 daughters, Danitza (5 years) and Valeria (2 years), with the baggage full of many illusions and dreams. I was working three jobs to build a new life for my family

in America. It was not easy from the documentation to become legal in the United States, but the dedication and the hard work made my dreams come true! My two girls graduated from Florida International University in Miami and my son Dylan is in high school. He was born in Miami and is 15 years old. I continue to work with the same dedication and positivity after 23 years because my personal mantra is, "If you want it.... You can and you will get it. You must earn it. It is imperative, if you want to get results!"

3. What is your favorite memory with the company?

When one of our managers had a family atrocity, I set up a foundation to assist during that time. Managers, senior leadership and the prior owners came together to support one of our own. We met our goal, and then some! Always give back to others!

4. What are your outside interests or hobbies?

I'm a world traveler! I have visited 39 countries and 120 global cities. When traveling I focus on three things...1 – When planning I focus on the best pricing, I do not rest until I get the best deal! 2 – I MUST enjoy the moment and be present; meeting people from different cultures, tasting food, taking pictures and videos, etc. 3 – I must create memories with the places involving family, friends and more. I travel with my husband and often alone as well.

5. Tell us a bit about your family.

I got married in 1995, but started dating when I was 15 years old. We are high school sweet hearts. 34 years together and 34 more! We have 3 kids, Danitza 28 years old, Valeria 25 years old and Dylan 15 years old. My husband and I will be welcoming our first grandchild this December. A name is not yet picked out, but I am looking forward to spoiling him!

6. What is something most people don't know about you?

I support the community with Immigration Documentation. I help people to get Employee Authorization, Asylums, Familiar Petition Reclamation, and Naturalization. I also support my local church for free and assist those that need it.



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.

The picture here is a representation of all we are as humans! There are many analogies and theories on it but in the end we must possess these values to be successful. Recently a Guest claimed to be injured and after viewing video it would be hard to convince anyone the incident in question was the root cause of their ailments. We are in a society that does not always share our INTEGRITY so be diligent in your own and control the only person you can and that is YOURSELF!!!



KENT KWIK NEWS



Having fun while learning the register processes.



Store 410 is introducing samples of our signature burgers, which also pair nicely with our Kent chips! Pictured from left to right: Sarah, Patricia, Bethany, Shannon and our valued Guest!

KENT KWIK NEWS



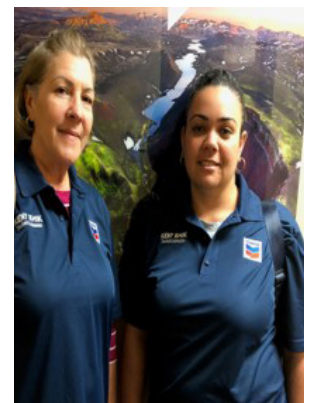
Join us in celebrating Cindie's birthday! Happy Birthday, Cindie.



Our great accounting Team stopping in at Rustic for a meal!



Country Singer, Kevin Fowler, stopped at store 433 this week! Everyone was excited to meet him.



We've got a whole bunch of New Team Members this to welcome this week! Top row: Erika, Anavelia, Bryant, Malerie, Adriana, Phylis, Mercadise, Wilma, Rita and Dayana. Bottom Row: Mercedes, Mi Cho, Julie, Sierra, Richard, David, Yetzael, DeRaven, Dylan, Natalie and Diana. Welcome to the Team, everyone!

KENT KWIK NEWS



CustomerFirst™ Mystery Shop Program

Great job to the following stores for averaging 100% on their Mystery Shops! Well done; 203, 303, 304, 319, 410, 461, 466 and 610.

Mikaela, Michael's daughter, had her annual dance show with her dance group Aloha O' Hawaii. They continue to perform throughout the year.

LUBE CENTER NEWS



This week we got an amazing shout out for our awesome lube center Team! Great job working hard and always putting the Guest first!



Google

★★★★★ 8/17/23

📍 Kent Lube Fast Oil Change Center, 1605 Rankin Highway, Unit A, Midland, TX, 79701, US (126)

Today I decided to give Kent Lube Oil Change center a try. Usually, I would go to Valvoline, but they were super busy and I didn't want to wait. And I must say, they are FANTASTIC! I was pleasantly surprised. The pricing is pretty similar, but Kent Lube goes that extra distance in customer service. They drove my vehicle in, and I waited in their facility. Which was fantastic because let's be honest, it's HOT right now. The a/c was refreshing, bathrooms clean, the waiting area clean and comfortable and they even offered complimentary fountain drinks and coffee. They walked me to my vehicle and holy smokes, they wiped all my windows down, vacuumed the interior, checked my tires and reset my oil life gauge, and thanked me for using their services. Honestly, I'm completely impressed and feel like my business was sincerely appreciated. I would recommend them to everyone. Shoot, just the experience alone is worth trying them out. True professionals and exceptional customer service. You guys are awesome! And I APPRECIATE all you did for me today! Thank you. I'll be using you guys again!!

jenn



WESTEX NEWS

Great job to our Team for completing their “Non-Certified Technician” (NCT) training, with 120 hours of training in radiology technology. Congratulations to the following WestTex Urgent Care Medical Assistants: Tierra, Alexa, Claudia, Natalia, Lucy and Kristi!



This week, we'd like to introduce you to Jeff!

Jeff L. graduated from Texas Tech PA Program in 2007, and has worked in many capacities, including Emergency Medicine, Orthopedic Trauma Surgery, Urgent Care, Pediatrics and Family Medicine. Jeff has been with WestTex Urgent Care for almost 6 years.

Jeff has been married to his wife Rikki, for 10 (+) years. Jeff likes to hunt and workout on his Peloton bike. He also enjoys weekend road trips with his wife and is thankful for everyday that God blesses him with his family.

CORPORATE NEWS



Join us in wishing a happy birthday to one of our Director of Special Projects, Jimmy! Hope you had a great day, Jimmy.