

Weekly Newsletter

THE KENT COMPANIES

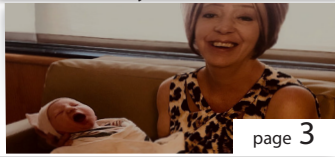
Making your life

easy

Period 10, Week 3

September 21, 2023

Bountyland News



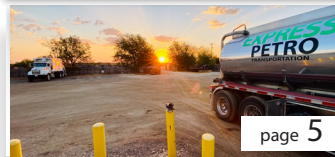
page 3

Food Service News



page 4-5

EPT News



page 5

Kent Kwik News

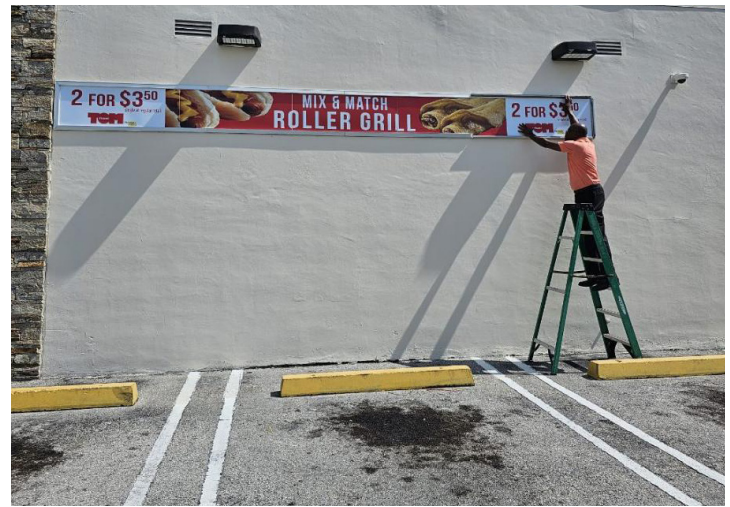


page 7-8

TOM THUMB NEWS



Kentway moment! Rick K., representing great leadership by running the line and doing some coaching at store 951!



Everton helping with promotional signage at store 959. Looks great!



Carla, at 962, training Karen on Zenput.



Lena, at 962, working on cigarette pricing retails.



Assistant Manager, Yuleisy, working with Claudia on a busy afternoon to make coladas at 950. We love our Cuban community!

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.

Guess what ya'll? Cold and Flu season is rapidly approaching. We are seeing some of the symptoms already. This season will be like any other. Prior to covid we dealt with these same things.

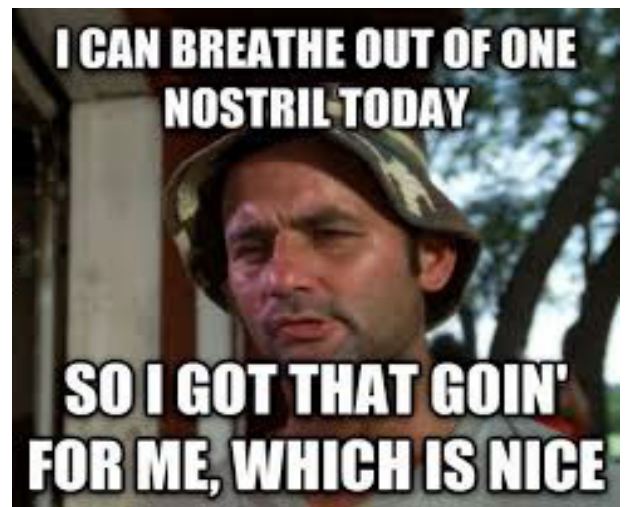
Simply stated we will follow these rules:

1. If you are running a fever (call your supervisor)
2. If you are vomiting (call your supervisor)
3. If you have diarrhea (call your supervisor)
4. When these symptoms are gone (call your supervisor)

We are not going to allow over-dramatization to instill and rule us by fear. Please use the prevention methods below to keep yourself safe from exposure.

Prevention

- Wash your hands. Wash your hands well and often with soap and water for at least 20 seconds. If soap and water aren't available, use an alcohol-based hand sanitizer with at least 60% alcohol. Teach your children the importance of handwashing. Try not to touch your eyes, nose, or mouth with unwashed hands.
- Clean and disinfect. Clean and disinfect surfaces that are touched often. These include doorknobs, light switches, electronics, and kitchen and bathroom countertops. This is especially important when someone in your family has a cold. Wash children's toys often.
- Cover your cough. Sneeze and cough into tissues. Throw away used tissues right away, and then wash your hands. If you don't have a tissue, sneeze or cough into the bend of your elbow, and then wash your hands.
- Don't share. Don't share drinking glasses or silverware with other family members.
- Stay away from people with colds. Avoid close contact with anyone who has a cold. Stay out of crowds when possible. Avoid touching your eyes, nose and mouth when you're in crowds.
- Review your childcare center's policies. Look for a childcare setting with good hygiene practices and clear policies about keeping sick children at home.
- Take care of yourself. Eat well, exercise and get plenty of sleep to help you stay healthy.



BOUNTYLAND NEWS



Devyn and Magan are celebrating their birthdays! Happy birthday, ladies, hope your day was extra special.



We would like to welcome Maurice to the Team at 703. We look forward to watching you grow with the Team.



Misty, at store 706, demonstrating operational excellence! Although the Guest did not hurt himself in our location, Misty quickly noticed that he was injured and jumped right into action! She followed safety measures by putting on gloves before grabbing the first aid kit and bandaging him up. This is going above and beyond for our Guests while following safety measures! Way to go Misty.



Field Coach, Nicki, welcomed her first grandchild on Wednesday. Reid Wesson Carter, 7lbs 9oz. She is over the moon about him already!

WESTEX NEWS



Meet another one of our providers, Ramon!

Ramon received his Bachelor of Science in Criminal Justice from the University of Texas of the Permian Basin. He continued on to earn his Master's of Science in Nursing from the University of Texas at El Paso. Following graduation, Ramon has worked mostly in the Emergency Room and Intensive Care Units. Prior to his Nursing career, Ramon worked for the United States District Courts for 8 years. Ramon loves to try new restaurants, drink wine, travel, and has a great love for airplanes!

FOOD SERVICE NEWS



Tessa and Danny holding it down at 1107!



The 591 Team deep cleaning so everything is spotless! Taylor and Renee working on the grill (left), and Brandi getting the walls cleaned (right).



Just another day at your local Huddle House 805.



Navaeh, our new server at HH 591.



Joddie always smiling while taking care of Guests.



Jesse getting things done on the line.



Celebrating Gary's birthday! HH 1107.

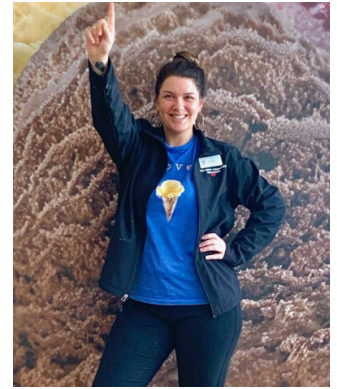
FOOD SERVICE NEWS



Lindy taking care of the Guests at 1107.



Joddie and Amelia at 1107.



Danielle F. celebrating 1 her 1 year anniversary at Baskin Robbins.

EPT NEWS



We want to welcome Conner P. to the EPT family. Conner is the new night driver for the Waco market, and the newest team member that we have. We look forward to great things from Conner and he is certainly up for the task.



Next, we have a couple of 2-year anniversaries. Gilbert C. and Dean M. both started in September 2 years ago. Gilbert C. is the night driver for the El Paso market. Dean M. is in the Alabama market. We are excited they are sticking around for a while and have no intentions to move on. We appreciate all our team members, the brand-new ones and the slightly worn ones alike. We couldn't do this without them.



Finally, for absolutely no reason, please enjoy this beautiful sunrise.

TEAM MEMBER SPOTLIGHT

In the MSB-AML (Money Service Business - Anti Money Laundering) Compliance Review final report, Larry H. added some highly favorable comments about Mr. Payroll #2301. "Also from an operations perspective, one store visited (#2301; 3310 W. Wall Street; Rebecca) was impeccably clean and presentable. I found this cashier, Rebecca, to be an outstanding ambassador for your store. Rebecca knew her customers by first name, was engaging yet professional and she spoke so reverently and highly of your organization, it's managers and ownership."

[Find out more about Rebecca, our 2301 manager, below.](#)

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

I'm the manager at 2301, I worked hard to learn everything about Mr. Payroll and to my surprise in 6 months Ms. Kristi offered me the manager position. Thank you, Ms. Kristi for the faith and trust you had in me. Everyday I learn something new! Thank you Mr. Payroll Team and their patience with me, even if they giggle a little bit at me I know that no matter what, we are a Team!

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

I have done several things in my journey through life: Homehealth since I was 17, Dillards for 14 years, back to homehealth with a special needs girl (My Princess Vivian and I was her Rebecky), then I wanted to do something different. My daughter and Ms. Cindy told me why not try Mr. Payroll. Well it all tied in together, from Guest service to giving my all to Guests, caring, loving, patience and understanding. I interviewed and seemed like I got lost in the shuffle so Ms. Cindy said do it again and I did. Ms. Tish interviewed me and here I am 3 and a half years later loving what I do, giving my Guests 100% everyday!



3. What is your favorite memory with the company?

I have lots of good memories, but I recently met the AML Compliance officer, Larry H., and he asked what I would change about my job or the company. I thought about it and I told him there wasn't anything I would change about my Mr. Payroll family. We have great leadership with Ms. Jasmine and Ms. Kristi that help in anyway possible to make us great. Our Team rallies to solve or help resolve any issues. The company is very family oriented which I learned early on when I had a tragedy in my life and lost my son. They rallied around me and showed me so much love, let me know that I was not alone, and made sure that I was taken care of. Thank you Wesley, Ms. Kristi, and my MRPR Family, I'm so grateful and humbled to The Kent Companies.

4. What are your outside interests or hobbies?

My family is the world to me. I have 15 grandchildren and 3 great grandbabies so I spend as much time with them as possible, listening to all kinds of music and singing and dancing. I also love reading and watching animal documentaries.

5. Tell us a bit about your family.

Well, there's 5 generations of us. My beautiful mother Joyce, myself, my daughter Tiffany, her daughter Kaliyah, and her daughter Ariyah, a son Norman IV, Jarred, and Devin who passed. My aunts also live here so we're always having huge gatherings for holidays and sometimes just because! Lots of love with us.

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

I'm a big joker. I'm always thinking of something to make anyone laugh, mostly myself laughing at my own jokes when others don't get it. I'm a little Madea and a little Sophia (Golden Girls is my favorite sitcom of all time) all in one. "Picture it Mr. Payroll 2023"

KENT KWIK NEWS



Got the Team together for a planning meeting outing.



Sally B., store manager for 322, ringing the victory bell and beating cancer!



Better than Texas burger. Made with care not falling apart. Fries are good too. Whole team was polite and outgoing.

10:51 am

We want to recognize the entire Team at store 322 for taking care of their Guests. A Guest posted an awesome compliment on their food and service. Keep up the great work!



Rick K., Director of Operations South region enjoying Rustic Cafe.



Rick creating magic and serving our Guests at 318 drive thru.



Happy Birthday Ana, from your Kent Family at store 262!



Team at store 218 wishing Joe a very happy birthday. Happy Birthday, Joe!

CustomerFirst™ Mystery Shop Program

Great job to the following stores for scoring 100% on their Period 9 Customer First Mystery Shops! 211, 216, 218, 219, 220, 262, 312, 321, 325, 601 and 616.

★★★★★ 9/17/23

📍 Kent Kwik Convenience Stores, 6103 US-180, Mineral We

I was in there today not feeling well I thought I gave them a 5 and 1 but it was a 20 and the woman came out to the car and told me really sweet employees, those girls helped me feel better and gave me faith in people being good

We recieved this 5-star review from a Guest showing integrity on everything we do. She thought she had handed them a six dollars but actually had given our Team Member a 20. Our Team corrected the situation, demonstrating our Kent Culture. Great job and thank you to our Team at store 466 in Mineral Wells for taking care of the Guest.

KENT KWIK NEWS



Join us in welcoming our new Team Members to the Kent Family; Joseph, Jasiah, Shane, Amy and Denise.



Both Melissa, our Vice President of Operations, and our Operations Trainer, Martha, are celebrating our Kent anniversaries this month! Martha is celebrating her 32nd year, and Melissa is at her 23rd year.

"I'm certain that Melissa would agree that the challenges have been many but they have made for an exciting career and we're just getting started!" - Martha.

LOSS PREVENTION NEWS



On very rare occasions, betting against the Dallas Cowboys doesn't work out. This was one of those times for our Loss Prevention Manager, Khalil, who got initials shaved into his hair after betting against them last Sunday.

It's a little early to look at a 2-0 start and say it's "their year" but Cowboys fans don't get to feel good about their Team very often so let them have this. Just remember to be nice when you see them in our store stocking up on Bud Light, they're gonna need it come October.