

# THE DOUGH PRESS

## THE OFFICIAL CHESTNUT LAND COMPANY NEWSLETTER

**JIM HOLTHOUSER (CEO: FOCUS BRANDS), KRISTEN HARTMAN (SPECIALTY CATEGORY PRESIDENT: FOCUS BRANDS), AND KATHLEEN DERUSHA (DIRECTOR OF OPERATIONS: AUNTIE ANNE'S) VISIT THE CUMBERLAND MALL IN GEORGIA!**



**Jim Holthouser**

Chief Executive Officer at Focus Brands LLC

Why is **Focus Brands LLC** unbeatable? Great food + amazing people. I experienced both the week before Thanksgiving, and it was a timely reminder of why my team and I do what we do. While these days my job keeps me mostly chained to the computer, the real soul of our company is in the restaurants. These are the folks who care for our customers, talking with them and preparing and serving food for them. Not only do the people who work in our stores provide nourishment and convenience, they also deliver a sense of normalcy in these crazy times. Getting to visit in person with the people behind some of our Atlanta-area restaurants was such a gift to me. I was able to look them in the eye and thank them for staying open, keeping everyone fed and remaining hopeful and positive. (And, of course, we carefully followed social distancing and COVID safety guidelines.) I wish I could visit all of the Auntie Anne's, Carvel, Cinnabon, Jamba, McAlister's, Moe's and Schlotzsky's stores so I could thank each and every one of these hospitality heroes. And eat sandwiches and queso. Our food is so darn good!

P.S. If you think a budget review is hard, try making pretzels and cinnamon rolls properly. I did my best, but in the end decided to leave it to the pros.



**Back (Left to Right):** Tanner Avnet (Operations Specialist: Chestnut Land), David Beard (Area Manager), Jim Holthouser (CEO: Focus Brands), Kristen Hartman (Specialty Category President: Focus Brands), and Kathleen Derusha (Director of Operations: Auntie Anne's)  
**Front:** Kymieca McGeorge (Assistant Manager)



**Tanner Avnet:** "I thought he (Jim) would just look around and watch (per the agenda sent to us), well, Jim wanted to get involved and LEARN HOW TO ROLL! David took the lead and taught Jim the proper way to roll a pretzel from scratch (His first strip was 156oz)! Then he learned hands-on how to make the new LTO Hershey's Hot Chocolate Frost."

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## HOLIDAY ROUND-UP CONTEST WINNERS!

**FULL ROUND-UPS MAKE SALES HAPPEN!**

### CONTEST DETAILS

1. Managers: Send in your FULL warmer pictures on Fridays and Saturdays to Chris Sammartino (csammartino@muranskyco.com) and please copy Rebekah Marsteller (rmarsteller@muranskyco.com) and Tanner Avnet (tavnet@chestnutland.com)
2. If a manager sends a good picture, they will be entered into a drawing.
3. Winning name will be pulled weekly.
4. At the end of the contest, all names from the previous weeks will be put into a bowl and a GRAND PRIZE will be drawn!



**WEEK 1 WINNER**

**SHANNIE KUHNS  
FL162**

**WINNER OF \$350 CASH!!**



**WEEK 2 WINNER**

**DYANA LATTA  
FL197**

**WINNER OF AN APPLE SE  
WATCH & A PAIR OF APPLE  
AIRPODS!!**



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## EMPLOYEE SPOTLIGHT! MEET GUILLERMO NORIEGA CHESTNUT LAND REGIONAL MANAGER



Guillermo worked for a Cinnabon Franchisee in Florida while also working with Cinnabon Corporate on their training team. He helped us open our first two co-brand locations in Dolphin Mall and University Town Center. He did an amazing job training our people and setting them up for success. During that same time, his Franchisee couldn't renew the lease on their current location and planned on closing it. It was at this time that Chris Sammartino and Guillermo spoke about him coming to work for us! He started as a Regional Manager in January 2018. He has been a great asset to the Chestnut Land team. He quickly and eagerly learned the AA operations. His knowledge of the Cinnabon brand has been a vital piece to the puzzle as we continue to grow the Cinnabon brand for Chestnut Land. Guillermo respects and understands what his managers, and teams, do on a daily basis as he lived and breathed that day-to-day operations as a Store Manager himself. He is driven to make his region a successful one and strives for excellence.

**1. What was your favorite thing to eat at Thanksgiving?**

**I am not a sweets person but this year we had homemade pineapple upside down mini cupcakes that were fantastic.**

**2. Do you listen to any podcasts? If so, which ones?**

**Yes, that's all I do when I'm on the road. I like Today Explained, TED talks and some Joe Rogan experience ones depending on the guest.**

**3. What is your favorite board game?**

**I'd have to say UNO. I can't say I've played a lot of board games in my time.**

**4. What do you love most about your job?**

**Mostly building relationships with my managers and their teams and finding ways to get them passionate about their job. I am very fortunate to work with a great team of wonderful people in my region.**

**5. What advice would you give to someone just beginning a career with Chestnut Land?**

**Be ambitious, strive to always do your best and doors will open for you. Even if this is not the career you want to pursue, it will teach you valuable lessons that will be extremely valuable for the rest of your life.**

**6. Which famous person in history would you want to spend the day with and why?**

**John Lennon, he has always been a character I have been interested by, inspired by his music and latter life but definitely hard to figure out.**

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## EMPLOYEE SPOTLIGHT - GUILLERMO NORIEGA - CONTINUED

7. If you could time travel, when and where would go?

Definitely the 60s. I have always been passionate about the cultural movement of that era and very interested on how that decade shaped our present.

8. Dunkin Donuts or Starbucks?

I'll stay with Miami's local cuban cafes. But if there's no option I'll reluctantly drink Starbucks.

9. Favorite Auntie Anne's menu item?

Sweet almond pretzel with cream cheese dip.

10. Who would play you in the movie about your life?

I'd hope someone with a good sense of humor....oh and good looking too, Benicio Del Toro.

11. What motivates you to work hard?

I like seeing how my short term goals materialize and I'm able to go through with my plans by my own merit.

12. What's on your bucket list for next year?

Depending on when we go back to some kind of normal I'd like to take a trip to the south of the continent. Chile, Argentina and Uruguay.

**KEEP UP THE AWESOME WORK AND THANK YOU FOR BEING A GREAT LEADER GUILLERMO!**

## WELCOME TO THE CHESTNUT FAMILY!



*Congratulations!*

To Divinia Samanther (Store Manager FL196) on the birth of her beautiful baby boy Jackson!

Born November 25th, 2020



To Karen Ubeda (Store Manager FL187) on the birth of her beautiful baby girl Evangeline!

Born December 6th, 2020





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## MY CAUSE MY CLEATS

Philadelphia Eagles players participated in the NFL initiative “My Cause My Cleats” this past weekend in their game vs the Green Bay Packers. Quarterback Jalen Hurts supported Alex’s Lemonade Stand who we all know helps fund pediatric cancer research! The game-day cleats feature the work of local customizers, as well as Nike, Under Armour and Adidas. Many players ultimately auction off their cleats and donate the funds to the charities they chose.



# THE DOUGH PRESS

## Amazing Reviews!

#BeKind / #WhatWouldAnneDo



Heather Leed Neary

Admin · November 6 · 🌟

...

"Yuanfan was very pleasant and friendly. The team member asked me if I was a Veteran because of my hat. I said yes and he informed me of a discount. He also asked if I wanted to add to my order." Yuanfan at MI-117, you are the best! Thank you for taking the time to get to know your guests - so awesome!

#BeKind

#WhatWouldAnneDo

**MI-117**



Heather Leed Neary

Admin · November 6 · 🌟

...

"I love that the service is very fast and friendly. The staff is very helpful with the delivery of the food. Shanna H recommended me get the app for rewards which was super helpful."

Shanna at MI-115 - thank you for great service and for recommending the app!

#BeKind

#WhatWouldAnneDo

**MI-115**



Heather Leed Neary

Admin · November 13 at 12:59 PM · 🌟

...

"As always, they were very pleasant. Asked how I was doing this evening and they were upbeat, which makes a big difference."

MI-105, thank you for being so consistently awesome!!

#BeKind

#WhatWouldAnneDo

**MI-105**



Heather Leed Neary

Admin · November 13 at 1:07 PM · 🌟

...

"Mary Grace was extremely pleasant. She was friendly, seemed very eager to be helpful."

Mary Grace at OH-111, thank you for your kind nature!

#BeKind

#WhatWouldAnneDo

**OH-111**



Heather Leed Neary

Admin · November 13 at 1:02 PM · 🌟

...

"Madelaine C and the rest of the team were great and extremely nice." Madelaine and team at MI-116, thank you for delivering great service!

#BeKind

#WhatWouldAnneDo

**MI-116**



Heather Leed Neary

Admin · November 18 at 10:50 AM · 🌟

...

"Every visit to this location Sandra is so polite and they are always so busy she doesn't rush me and the food is always hot and fresh service with a smile is hard to come by these days."

Sandra at MI-105, way to go with your outstanding and consistent guest care! Thank you!

#BeKind

#WhatWouldAnneDo

**MI-105**



Heather Leed Neary

Admin · November 18 at 10:51 AM · 🌟

...

"Divinia and Merry were great and so helpful! They made great recommendations and suggestions for my order! Will be coming by again soon!"

Divinia and Merry at FL-196, thank you for your great guest service!

#BeKind

#WhatWouldAnneDo

**FL-196**



Heather Leed Neary

Admin · 2d · 🌟

...

"I absolutely love this Auntie Anne's! Katie is the server I see most often and she is so kind and helpful. I look forward to going in and seeing her. The food always tastes amazing, I wish I had unlimited pretzels!"

Katie at MI-123, your guests love you. Thank you!

#BeKind

#WhatWouldAnneDo

**MI-123**

**LET'S SEE MORE NEXT MONTH!**



# THE DOUGH PRESS

## Amazing Reviews!

#BeKind / #WhatWouldAnneDo



Heather Leed Neary

Admin · 2d · 🌐

"The Briarwood team is always great, very cheerful and engaging. Deb and Brianne are great."  
Brianne and Deb at MI-116, thanks for being so consistently awesome!  
#BeKind  
#WhatWouldAnneDo

**MI-116**



Heather Leed Neary

Admin · 2d · 🌐

"daniel was courteous. very busy at the time but we were served quickly. warm and tasty pretzel."  
Daniel at MI-105, thank you for taking care of the guests, especially when it's so busy!  
#BeKind  
#WhatWouldAnneDo

**MI-105**



Heather Leed Neary

Admin · 2d · 🌐

"John was friendly and kind."  
John at FL-121, thanks for being so great!  
#BeKind  
#WhatWouldAnneDo

**FL-121**



Heather Leed Neary

Admin · 2d · 🌐

"The entire staff at this location is great! Kathy, the Mgr, is a gem! Always greets us cheerfully & delivers exceptional customer service!"  
Kathy and team at FL-166, thank you for setting such a consistent and high standard!  
#BeKind  
#WhatWouldAnneDo

**FL-166**



Heather Leed Neary

Admin · 1d · 🌐

"James V is a great person. I work at the angel tree in the mall and he treats everyone with a great deal of respect."  
James at WV-106, thank you for leading with our core values!  
#BeKind  
#WhatWouldAnneDo

**WV-106**



Mary Grace Hejl

2d · 🌐

Sooooooooooooo.....16 year old Aniya choose Auntie Anne's as her very first job 3 months ago and we couldn't be more delighted that she did. Little did we know, she's a natural roller!!!!



Gale Van Stralendorff is with Esther Vester.

November 17 at 9:59 AM · 🌐

FL150 getting in the holiday spirit!!



Amanda Jara

November 22 at 4:25 PM · 🌐

Getting festive at Mi137!



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## DECEMBER BIRTHDAYS

*Happy Birthday!*

Kellie A. Veilleux-FL276	12-1	Brandon L. Eckwood-IL135	12-16
Akyla N. Samuel-Diggins-GA106	12-1	Alicia S. Deleon Mendez-OH183	12-18
Alaa Alamiri-OH147	12-1	Shianna G. Francis-FL221	12-18
Melanie A. Smith-MI123	12-3	Ariel D. Nunez-FL230	12-18
Kelvin G. Acevedo-FL176	12-3	Natalie D. Fussell-GA128	12-19
Courtney L. Chaney-FL166	12-3	Jordan P. Roddey-FL230	12-19
Robert J. Nigh-FL226	12-4	Taysia P. White-IL136	12-19
Cordia J. Miller-IN107	12-4	Timothy M. Thompson-WV106	12-19
Eleanor S. Hatipoglu-FL166	12-5	Jada Washington-MI143	12-19
Travon D. White-NC140	12-5	Inoj C. Prescott-FL192	12-20
Ashley J. Rainey-GA116	12-5	Megan C. Menmuir-OH111	12-20
Chloe D. Hetherington-GA110	12-5	Angel E. Certad Molina-FL154	12-20
Karianne J. Reynolds-MI137	12-5	Marcellus D. Robinson-NC102	12-21
Shavaria S. Thompson-FL187	12-5	Brianne L. Bennett-MI116	12-22
Tammara L. Walters-FL132	12-7	Aaron D. Onasis-FL192	12-22
Jasmine C. Morgan-NC115	12-8	Nadia M. Frederick-SC123	12-22
David Tram-FL180	12-8	Lanay L. Mayle-IN109	12-23
Kaylin M. Brundge-GA139	12-8	Micahya R. Bland-MI117	12-23
Kelsey T. Donnelly-FL180	12-9	Nandy J. Colon-FL111	12-26
Skylar D. Brothers York-Florida Mall Cinnabon	12-10	Amber L. Saffice-FL143	12-26
John M. Matheny-IL163	12-11	Alexandra M. Saffice-FL201	12-26
Brittany M. Garrison-IN114	12-11	Angelina M. Scalogna-FL260	12-26
Ya Kope-IL136	12-11	Derrick M. Washington-GA128	12-26
Kristi A. Singer-WV106	12-12	Casey S. Tutko-FL196	12-26
Jeyson L. Maldonado Rodriguez-FL231	12-12	Noah R. Starkey-MA139	12-26
Kiera S. Jackson-GA116	12-12	Oualid Abounaouass-FL192	12-27
Cheyenne J. Carver-GA110	12-12	Maria G. Malagrecia-FL159	12-28
Cameron I. Millsap-GA110	12-12	Dominique D. Bynum-NC140	12-29
Dajsure T. McClaster-MI141	12-13	Terry W. Edwards-GA110	12-29
Destiny R. Laas-FL181	12-13	Drew T. Sexton-OH190	12-29
Rebecca A. Davis-OH130	12-14	Quintez D. Walker-OH111	12-29
Nicole N. Funk-OH189	12-14	Grace L. Silverstein-FL182	12-29
Tytianna A. Marshall-FL158	12-14	Lexani M. Vazquez-FL260	12-29
Markinto Marc-FL260	12-14	Janel M. Gilmer-PA254	12-29
Morgan D. Lemaster-WV106	12-15	Montrevion D. Golden-FL177	12-30
Ashley L. Green-FL226	12-16	Rebecca R. Hanlon-OH175	12-30
Alejandro D. Nunez-FL187	12-16	Geanne Nostrum-FL168	12-31
Valentina S. Mora Valderrama-FL230	12-16		

**HAPPY BIRTHDAY** to everyone on this list! We hope you enjoy your special day this month and also please feel free to reach out to your colleagues on their day!



# THE DOUGH PRESS

## DECEMBER WORK ANNIVERSARIES

*Happy Anniversary!*

Nandy J. Colon-FL111	8 Years
Dina G. McAlister-KY117	4 Years
John L. Bridges-MI117	4 Years
Destiny M. Jordan-TN126	4 Years
Lindsey M. Oleniuch-SC123	4 Years
Maria D. Sole Hernandez-FL231	4 Years
Andrew M. Stout-MI117	3 Years
Emily N. Marion-MI123	3 Years
Derrick M. Washington-GA128	3 Years
Skylar J. Joseph-OH130	3 Years
Litz A. Mogavero-SC123	3 Years
Taysia P. White-IL136	3 Years
Yuanfan Yang-MI117	2 Years
Vedaul A. Peters-MI120	2 Years
Carmen Brenes-FL230	1 Year
Jordan T. Barber-OH130	1 Year
Lizette Gallegos-IL163	1 Year
Isacar O. Andujar-FL144	1 Year
Trevion M. Thomas-FL276	1 Year
Danny Galeana-Villegas-FL276	1 Year
Joseph K. Medairos-MA139	1 Year
Lillian B. Fincher-FL182	1 Year
Gabriella J. Shoemaker-OH175	1 Year
Lyn K. Figaro-GA139	1 Year
Shane M. Rasico-MI120	1 Year
Bruce W. Wilson-NH105	1 Year

**CONGRATULATIONS** to all of you on your work anniversary! This is something we are very proud of and as should you. Let's continue to grow this list each and every month. Thank you all for your hard work and service over the years!