









THE DOUGH PRESS

THE OFFICIAL CHESTNUT LAND COMPANY NEWSLETTER

In The Press...

-  **Holiday Round Up Competition...page 1**
-  **Mystery Shop Special Feature...page 2**
-  **Jollybon Competition ...page 2**
-  **Employee Spotlight ...page 3**
-  **Notes From Leadership ...page 4,5,6**
-  **Birthdays/ Work Anniversaries...page 7**
-  **DTT Audit Streaks ...page 8**

 As 2019 came to a close, so did our end of the year round up contest! Last but certainly not least we have two more lucky winners we'd like to recognize. These are our last two winners of the year but we'd like to thank everyone who participated and kept their round ups looking full and delicious throughout this contest. Full round ups really do make a difference over the course of a year and can be the factor that helps your store break sales goals all 2020!

Week 6) Becky Davis (OH124) - Roundup winner of \$250 in cash and an extra Holiday day!
Cory Davis (IL165) - Dip increase winner of Auntie Anne's synch sacks for him and his team!
Lindsey Oleniuch (SC123) - Drink increase winner of Auntie Anne's water bottles for her and her team!

Week 7) Gale Martino (FL150) - Roundup winner of \$450 cash. While her AM Ramona gets \$100 cash and everyone else on her team getting \$25 cash!

Becky Davis - OH124



Gale Martino - FL150



THE DOUGH PRESS

2019 MYSTERY SHOP SPECIAL FEATURE!


SANDY MCCLINTOCK STORE MANAGER - MI105



**SANDY AND HER TEAM SCORED 108%
EVERY MONTH FOR A TOTAL OF 12
PERFECT MYSTERY SHOPS IN 2019!**

**CONGRATS SANDY,
WAY TO MAKE IT HAPPEN!**



 Once again we'd like to congratulate Sandy and her team! This is not easy and their hardwork doesn't go unnoticed! We have some other really impressive 2019 mystery shop stores as well. Kara and her team at MI117 scored 10 perfect 108% shops in 2019. While Linda and Chris at MI116 and OH147 respectively both scored 8 perfect 108% shops! We also would like to recognize Crescent Chapman who is the regional manager of all four of these stores that received such great Mystery Shop scores! Thank you Crescent for all of your guidance and leadership that is helping make such great strides. It is all about what you do when no one is looking and these scores show just that! These are all great scores and we hope to continue this success company wide into 2020.

CONGRATULATIONS MARC DAVIS

Store Manager - FL260

TOP 3 P12 COMP SALES

1. OWA - Amusement Park
Jacksonville, FL 330%
2. Edison Mall, FL 54%
3. Altamonte Mall, FL 42%

PACK SALES INCREASE

1. Frank Ross
Peachtree Mall - Columbus, GA
2. Marc Davis
Edison Mall - Fort Myers, FL



 As the 2019 Jollybon wrapped up (end of the year contests), awards were given out to Cinnabon Managers and their teams for comp sales increases, pack sales increases, "voice of the guest" winners, and more. Our own Marc Davis was amongst these winners and him and his team were ranked second in two different categories! Marc won a \$50 gift card for placing second in pack sales increase. Congrats again Marc!

THE DOUGH PRESS

EMPLOYEE SPOTLIGHT! MEET JARED AGEE STORE MANAGER - FL175




Get to know the hard working and focused Jared Agee! Jared has been with us since October of 2009, his **perseverance** and **dedication** undoubtedly got him to where he is today! He started at the Chestnut Land Co. as a crewmember and was promoted to a SL after a year. He then worked his way to becoming an AM in 4 years, while finally becoming a Store Manager 3 years later in 2018!

1. Tell us something that might surprise us about you
My fingers can bend back far without it hurting
2. If you could choose anyone, who would you pick as your mentor?
W.E.B Du Bois
3. What is your go to karaoke song?
Stitches by Shawn Mendez
4. If you can pick one superpower what would it be?
All of spider-mans as he is my favorite superhero but the Miles Morales version
5. Favorite Auntie Anne's menu item?
Cinnamon sugar pretzel with sweet glaze
6. What would you most like to tell yourself at age 13
Do my homework and commit to football
7. Best piece of advice you'd give to a new crewmember?
Treat the customers as you would want to be treated
8. If you had to eat one meal a day for the rest of your life, what would it be?
Roast beef with mashed potatoes and gravy, Mac and cheese, collard greens with the dessert of German chocolate cake with French vanilla ice cream
9. Biggest phobia?
Driving on a bridge and it collapses ending with me drowning
10. What does true leadership mean to you?
Setting the example that you want others to follow

THE DOUGH PRESS

NOTES FROM LEADERSHIP -*Overview*

 It's hard to believe we are already through the first month of the year! February should be exciting as always with Valentine's Day and Presidents Day weekend. Team Chestnut is also ready for OLO and everything that comes with this. All stores are set up and ready to roll! This should make things easier and set us up for future success in growing additional sales. As the Home Office Operations Staff and Regional Managers break down 2019 financial statements for the year, it is important that we reiterate some of the important pieces – labor and cost of goods. Some have done an awesome job at managing labor and cost of goods, while others need some attention. It is important that all of you understand your financial statement for your stores and that you know what effects these key areas like labor and cost of goods to make the necessary adjustments. While we are seeing positive sales and are “up” in many stores we can't attribute all of that to increased production necessarily, but more to the significant price increase we put in last October. Therefore, you shouldn't be increasing labor, you should be managing it very closely and depending on weather conditions, traffic, and holidays - increasing it when necessary. If you have two POS systems you have to know when it is the correct time to schedule people to open these 2nd registers. For example busy weekends, and knowing when it is the time to have only one register in operation. I need everyone this year to make a very valid effort in understanding the effects and benefits of efficiently managing their labor and cost of goods in each store; and in the same respect increasing sales with all of the new and current opportunities. We continue to have some great stories with DTT Audits improving and Mystery Shop scores being more consistent. What are you and your management team doing to improve or to continue staying on top!??? It can be done and is being done! What are you doing to get it done? Also read the feature on Jared Agee from FL175. His story is truly a great success story in our company and someone that has made a commitment and done everything the right way moving up the ladder one step at a time. Congratulations to Jared and all of the people that have helped him along the way. We are so proud of his continued accomplishments! Share this story with all employees so they can truly see this is just one of many stories of the opportunities that are out there if you want them!

Have a great month, continue to do the right thing when no one is looking, have fun, create excitement, and remember to communicate with everyone on your team. It is important to remember effective communication starts with you, and you manage expectations, but your team has to know what those are. Make it happen and have a great February!

*Thanks,
Chris*

THE DOUGH PRESS

NOTES FROM LEADERSHIP -HR



Hello Chestnut Land Family!

Below are two reminders from your HR/Payroll Department!

1. **W2's** – they have been mailed to everyone! Everyone is able to get their W2 online on the Paycor website or the app as well. If you have employees stating they did not receive them, please give them these instructions to obtain a copy online! [\(Click here to print login instructions\)](#)



W-2s? Check.
1099s? Check.
Check stubs? Check(s).

Access your personal pay information and more with Paycor.
 Complete the steps below to securely register at paycor.com

Prepare to register.

- You'll need the following items to register.
1. An email address (you will receive a verification code to this address to complete your registration).
 2. A web browser (find a full list here: www.paycor.com/system-requirements).
 3. Adobe Reader (you can download and install for free here: get.adobe.com/reader).

Start your registration.

Visit <https://secure.paycor.com/Accounts/UserRegistration/Register> to get started.

Tell us who you are.

You'll need to enter a few pieces of personal information so we can verify your identity.

1. Enter your last name and access code (look to your left).
2. You may also need to enter your social security number and birth date.

Create your account.

If you have previously created either paycor.com accounts, you can merge this account's access code by signing in when prompted, bypassing the steps below. Otherwise, create a new account by choosing a username and password you'll be able to recall later.

1. Enter a username, password and email address that you'll use for signing in.
- ### Complete your registration.
- You will receive an email containing a verification code to the email address you entered.
1. Enter the verification code when prompted to complete your registration.
 2. Select and answer a few security questions that can be used if you forget your username or password.

Your access code
is
97437

After you gain access to Paycor you must then go to:

Compensation
 Compensation History
 Tax Documents
 Click on the 2019 W-2

You will be able to print your 2019 W-2 from this page

2. **Communication!** Always remember your HR Department is here to help, which includes Payroll and Recruiting! Please communicate with us as soon as you know of any issues whether it be with a need to hire staff, help with documenting someone, or a pay issue. Communication is most effective when it is **PROACTIVE** instead of **REACTIVE**!

Request! As I stated in the last newsletter we are focusing on employee retention in 2020! I am open to ideas from all of you on what you feel will help keep you and the entire staff engaged and focused on taking care of our customers! Shoot me an email, rmarstellar@muranskyco.com.

*Thanks,
Bekah*

THE DOUGH PRESS

NOTES FROM LEADERSHIP-*Operations*



ARE YOU CONTAGIOUS?

“Before you are a leader, success is all about growing yourself. When you become a leader, success is all about growing others.” —Jack Welch

We can all raise the leadership bar by setting the example for others. If you smile for 15 seconds you will actually begin to feel happy, which can become contagious to others. If that one little thing affects those around us, what other actions could have a similar effect?

“A positive attitude is something everyone can work on, and everyone can learn how to employ it.”- John Lunden

Attitude: everyone has one – positive or negative. A good leader works hard to always show a positive mental attitude.

**“Without a sense of compassion, there can be no sense of community.”
-Anthony J. D’ Angelo**

Compassion: Real leaders care about their people. Caring for others must be genuine because people will see through any shallow pretense.

“With confidence, you have won before you have started.”-Marcus Garvey

Confidence: Keep up your confidence level, and assure everyone that setbacks are natural and the important thing is to focus on the larger goal. As the leader, by staying calm and confident, you will help keep the team feeling the same.

Thank you,

Leo

THE DOUGH PRESS

Happy Birthday!

Devonte Slatter- IN105	2/2
Shaniyah English- NC114	2/3
Rebecca Gagner- FL121	2/4
Isabella Torres- FL196	2/4
Vernisha Perkins- AL113	2/4
Daron Baldwin- FL159	2/6
Timothy Adamson- IN112	2/6
Samira Washington- SC123	2/6
Marcus Phillips- MI117	2/7
Emily Daugherty- PA254	2/8
Ashley Faulk- OH183	2/8
Collin Mallard- GA110	2/9
Ryli Botts- IN128	2/9
Haleigh Deems- OH163	2/9
Olivia Durand Palacios- FL175	2/10
Collin Calavano- FL260	2/10
Elesha Haynes- FL170	2/10
Anthony Ortiz- NH106	2/10
Evan Shew- IL165	2/11
Danielle Peters- OH175	2/11
Julianna Villani- Home Office	2/11
Annie Dorvilus- FI177	2/11
Jennifer Gutierrez- OH183	2/11
Mason Warner- OH147	2/12
Melissa Scott- MI105	2/12
Joshua Cuendet- FL132	2/12
Kasheena Ward- FL180	2/12
Andrew Estes- OH189	2/12
Taylor Kubic- OH130	2/13
Katie Hampton- MA139	2/13
Chandra Jackson- IN107	2/13
Wilmer Lagos- FL187	2/13
Max Eugene- FL149	2/13
Jenniffer Starowicz- IN111	2/14
Marc Davis- FL260	2/15
Michael Woody- FL150	2/16
Tessa Maier- OH147	2/16
Katie Nunez- FL192	2/16
Leo Henry- Home Office	2/17
Shane Hogan- NC114	2/17
Sydney Mitchell- MI141	2/17
Isaias Brito- FL144	2/17
Carolyn Miller- MI123	2/18

Dustyn Stout- IN107	2/18
Cory Davis- IL136	2/18
Emily Brate- OH163	2/19
Arelis Mercado- FL196	2/19
John Remish- PA254	2/20
Micah Graham- GA128	2/20
Chassi Cole- IN130	2/20
Leezette Estrella- FL121	2/21
Lashauna Perry- IN114	2/21
Justice Ross- FL181	2/21
Keshauna Briggs- IL163	2/22
Frank Perrotta- Home Office	2/23
Alexus Showman- OH175	2/23
Autumn Haines- IN109	2/23
Quiarra Mobley Clark- AL113	2/24
Kallyah Carter- FL276	2/25
Shanna Hirons- MI115	2/26
Kathleen Myers- FL166	2/26
Heather Hildreth- FL196	2/26
Christopher-Michael Sievert- OH147	2/27
Airelle Harris- FL226	2/27
Robyn Porter- WV106	2/27
Michaela Matheny- IL163	2/28
Jaden Grant- FL154	2/29

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!!

Work Anniversaries

Brendon Bess- FL160	3 years
Carlos Crespo Sole- FL187	3 years
Walson Pierresin- MA139	3 years
Laqueenta Foster- FL182	3 years
Anna Skirvin- IN128	3 years
Scott Singer- OH163	3 years
Mitchell McKinney- FL221	3 years
Karianne Kapfer- FL276	2 years
Suzette Dimas Sanchez- FL197	2 years
Caisha Knight- SC114	2 years
Elaine Guo- SC123	2 years
Ariana Velez Rojas- FL149	2 years
Bryce Tillis- OH163	2 years
Prenis Ashley- GA139	2 years
Naia Williams- GA116	2 years
Destiney Hearne- GA110	2 years
Natalie Dill- NC114	2 years
Jaireese Moody- OH111	1 year
Natalie Carnes- IN128	1 year
Kaylan Moore- GA106	1 year
Alexis Wiley- FL221	1 year
Amanda Mclean- FL176	1 year
Candace Foxworth- GA106	1 year
Lisa Sylvis- MI137	1 year
Caitlin Carter- FL181	1 year
Leah Ricottilli- FL180	1 year
Kevin Gomez Cortez- NC115	1 year
Shalane Paulin- FL149	1 year
Daron Baldwin- FL159	1 year
Noah Richter- NC102	1 year
Lashauna Perry- IN114	1 year
Ethan Jaeckel- OH190	1 year
Sabah Kouefati Saroukhan- FL111	1 year
Jordan Woods- IL135	1 year
Crystal Foxworth- GA106	1 year
Jacob Kingsley- IL165	1 year
Katrice Singleton- FL150	1 year
Taylor Mitchell- FL111	1 year
Joshua Ellis- WV106	1 year

Congratulations to all of you on your work anniversary! This is something we are very proud of and as should you. Like Bekah, mentioned retention is a main goal of ours in 2020 so we hope this list continues to grow each and every month. Thank you all for your hard work and service over the years!

THE DOUGH PRESS



DTT Audit Streaks

of 3 consecutive 100% scores

MI116 - 4 consecutive

NC131 - 4 consecutive

FL121 - 3 consecutive

IL165 - 3 consecutive

MI105 - 3 consecutive

OH190 - 3 consecutive

Congratulations to these six stores! This list has doubled from last month! We thank you guys for your attention to detail and consistency throughout your operations! By focusing on one day at a time the overall operations of your store will continue to improve and your store will be on this list in not time! We are expecting this list to grow as well in 2020 with a revamped focus on being the best we can be and

*Thank You
For Reading!*