

THE DOUGH PRESS

THE OFFICIAL CHESTNUT LAND COMPANY NEWSLETTER

PRETZEL ROLLUPS

CAMPAIGN WILL KICKOFF OFFICIALLY ON FEBRUARY 1



AUNTIE ANNE'S BACON & CHEDDAR AND TURKEY & CHEDDAR PRETZEL ROLLUPS START WITH SMOKED BACON (OR SMOKED TURKEY) AND REAL, MELTY CHEDDAR CHEESE WRAPPED IN SOFT PRETZEL DOUGH AND BAKED GOLDEN BROWN. A PERFECT, FRESHLY BAKED MEAL OR SNACK YOU CAN TAKE ON-THE-GO.

IN THE PRESS

NEW Pretzel Rollups...[PAGE 1](#)

Holiday Round-Up Contest Winners... [PAGE 2-4](#)

Employee Spotlight...[PAGE 5-6](#)

DTIQ Audit Streaks...[PAGE 7](#)

Referral Success...[PAGE 8](#)

Notes From Leadership...[PAGE 9-10](#)

Work Anniversaries...[PAGE 11](#)

Birthdays...[PAGE 12](#)

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HOLIDAY ROUND-UP



WEEK 1 WINNER

**SHANNIE KUHNS
FL162**

WINNER OF \$350 CASH!

WEEK 2 WINNER

**DYANA LATTA
FL197**

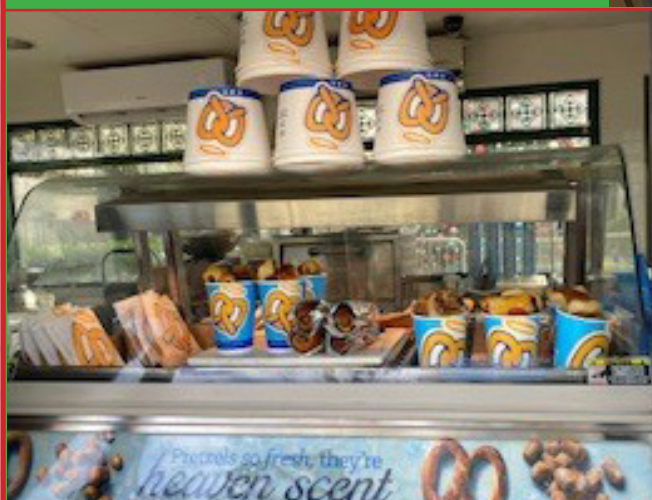
**WINNER OF AN APPLE SE
WATCH & A PAIR OF
APPLE AIRPODS!**



WEEK 3 WINNER

**KATHY MYERS
FL166**

WINNER OF \$450 CASH!



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HOLIDAY ROUND-UP



WEEK 4 WINNER

DAVID BEARD
GA116/139

**WINNER OF A 70 INCH
4K SHARP SMART TV!**

WEEK 5 WINNER

CARISMA DIAZ
IN128

**WINNER OF \$350 CASH
AND AN EXTRA DAY
OF PTO!**



WEEK 6 WINNER

BECKY DAVIS
OH124/130/208

**WINNER OF A APPLE IPAD
WITH A12 BIONIC CHIP!**



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HOLIDAY ROUND-UP



GRAND PRIZE WINNER

**BECKY GAGNER
FLORIDA MALL CINNABON**

**WINNER OF \$500 CASH
FOR HER WHOLE CREW!**

**THANK YOU TO ALL OF THE STORES THIS YEAR! IT
WAS AN AMAZING HOLIDAYS SEASON, AND IT IS
THANKS TO ALL OF YOU. WE KNOW THIS YEAR HAS
BEEN TOUGH, AND WE APPRECIATE ALL OF YOUR
HARD WORK!**

**LOOKING FORWARD TO 2021 WITH OUR CHESTNUT
FAMILY!**



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EMPLOYEE SPOTLIGHT: MEET ADRIENNE LaCOUNT STORE MANAGER NH105



Adrienne has been a Store Manager for us at the Merrimack Premium Outlets since August 2019. Before coming to the Chestnut Land Family, she owned a massage therapy business and worked in retail for 24 years. Adrienne came in and made her new store her own. She recruited and trained a great staff that follows her lead and loves to come to work each day. Even thru the crazy times of 2020, Adrienne and her team had a great year. They came together and got thru the rough times and celebrated the good times.

We appreciate all her hard work and love for the brand. We cannot wait to see where NH105 goes and the success they will have!

We asked Adrienne to share her secrets to recruiting and retaining great people on her team to pass along. Here was her response:

“I mainly rely on recommendations. In the last year most of the team was made up of friends/family of myself and other team members. I also try to hire within the outlet community. The last time I tried to recruit, it was a nightmare. Luckily 2 out of the bunch were keepers. Scheduled 15+ interviews with only 4 actually showing. My team is so diverse. We have as old as 44 and as young as 16 and everything in between. We really are family. Sundays are usually munchkin days. We buy each other coffees and Scooby-Doo snacks and other treats just because. We hug it out if someone is having a bad day. We elbow bump for good jobs. My team is the best and they all work so hard to take care of customers, me as the manager, and each other! Make it fun! Make it challenging! Lift each other up! That’s how you keep a team!”

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EMPLOYEE SPOTLIGHT - ADRIENNE LACOUNT - CONTINUED

1. What motivates you to work hard?

Providing for myself and family. My parents and siblings always try to help each other out when able and it's nice when I'm able to pay it forward.

2. What was the last book that you read?

FaceBook. Lol I have jokes all day. I'm not really a book person.

3. What is the worst gift you have received?

I honestly have no idea. Even the not so great gifts were still pretty useful if nothing else.

4. What celebrity would you like to have coffee with?

Hmmmm this a tough one. Morgan Freeman. His voice just gets me. I could listen to him talk all day.

5. Favorite Auntie Anne's Menu Item?

I'm not really sure, but my favorite combo is mini dogs with honey mustard

6. Who is someone you admire and why?

I admire my sister, mom and late grandmother the most. Three very strong willed, hard working, unconditionally loving women. My grandmother was my best friend and my sister saved my life when I was 3 and my mom just taught me all my best qualities.

7. Best concert you have ever been to?

Mixed tape tour...NKOTB, Salt n Peppa, Naughty by Nature, Debbie Gibson and Tiffany. Went with my sister and lost my voice for 3 days! So worth it!

8. What is your most-used emoji?

Probably the smile face and heart

9. Tell us something that might surprise us about you.

I have 2 associates degrees. One in Early Childhood Education and the other in Massage Therapy. I actually have my own massage business on the side.

10. If you can pick one superpower what would it be?

Teleportation...I would love to be able to see my friends and family with just a blink of an eye.

11. What would you most like to tell yourself at age 13?

Keep your chin up kid! No matter how hard it gets, pull up your big girl pants and move on!

12. Biggest phobia?

Holes, like lots of holes. Grosssssss

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

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DTIQ AUDIT STREAKS

3 CONSECUTIVE 100% SCORES

Wow!

FL159-11

FL197-8

FL150-7

FL162-7

FL231-7

FL-182-6

GA130-6

FL143-4

FL144-4

FL149-3

FL154-3

FL175-3

WV106-3

*Amazing
Job!*

CONGRATULATIONS to these 13 stores! This isn't an easy feat to accomplish as you can see by the very short list. We thank you for your attention to detail and consistency throughout your operations! Let's see more stores on this list next month! Remember to focus on being the best we can be and always do the right thing when no one is looking!

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REFERRAL SUCCESS

TOP RECIPIENTS OF REFERRAL BONUS

CONGRATULATIONS to the following employees who earned CASH for employee referrals!

1 Year - \$200!

Becky Davis - OH124/130 for referring Lauren Mason - OH130
Tammy Showman - OH175/190 for referring Alexis Showman - OH175
Ashley Hambly - MI141 for referring - Sydney Mitchell - MI141

6 Months - \$100

Becky Davis - OH124/130 for referring Daynah Eager - OH124
Tytianna Marshall - FL181 for referring Samantha Willig - FL181
Keith Ramkissoon - 103628 for referring Stefan Basdeo - 103628
Lyn Figaro - GA139 for referring Jenny Sulapas - GA139
Ron Southard - TN126 for referring Destiny Jordan - TN126
Qynn Burley - OH124 for referring Daliyah Whetzel - OH124

3 Months - \$50

Kevin McDormand - NH106 for referring Jessica Dube - NH106
Marcos Quionez - FL121 for referring Alexis Xavier Verganzo - FL121
Angel Certad Moline - FL154 for referring Carlos Crespo - FL154
Kaily Fuentes - FL144 for referring Ezequiel Andujar - FL144

WHAT IS STOPPING YOU FROM REFERRING SOMEONE?!

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NOTES FROM LEADERSHIP: *Recruiting*

NEW 2021 EMPLOYEE REFERRAL PROGRAM

Starting 1/15/2021

Because we have seen so much success from the Employee Referral Program we are increasing the amount. Crew, Shift and Assistant Managers can earn the following from referring individuals to work for CLC:

3 MONTHS OF EMPLOYMENT \$100 CASH

6 MONTHS OF EMPLOYMENT \$175 CASH

1 YEAR OF EMPLOYMENT \$300 CASH

IF REFERRAL GETS PROMOTED \$200 CASH

IF YOUR REFERRAL MAKES IT A YEAR YOU CAN EARN \$575, IF THEY GET PROMOTED WITHIN THAT YEAR IT WOULD BE \$775

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NOTES FROM LEADERSHIP: HR

COVID REMINDERS

COMMUNICATION IS KEY! You must cascade everything down to your staff so they understand and know what standards are expected each shift!

MONITORING EMPLOYEE HEALTH - *It is mandatory that each store has an Employee Health Assessment Log printed and ready for use.* Every employee has to complete this log with the manager on their shift.

Temperature readings need done at the start of each shift for all employees. Also, every employee must be asked and answer if they have any COVID symptoms (fever, cough, shortness of breath, and/or loss of taste/smell). *If they have symptoms they must go home and you need to email/call HR!* This log must be kept in a confidential spot (a binder at the manager's desk is recommended). If someone is sick they cannot come to work! They need to talk to their health care provider and let you know once they have been advised on what to do. *Employees need to stay home if they are sick.* Please contact HR anything related to COVID for questions or concerns! We are here to help!

SANITIZING/DISINFECTING - Make sure to be using the 30 minute disinfecting and sanitizing log! Sanitize high contact food surfaces *OFTEN* with sanitizer (not bleach). Disinfect (with bleach) areas that are non-food surfaces (like door knobs, door handles, light switches, bathrooms, etc.). Sanitize the customer counter in between each transaction with the sanitizer bottle.

HANDWASHING AND SANITIZER - hands but be washed *OFTEN* with soap and water for at least 20 seconds. Use hand sanitizer with at least 60% alcohol as an additional safety level. Sanitizer is *NOT* to replace hand washing!!!! It is an added level of safety.

FACE MASKS - *These must be worn at all times. It is mandatory!* These masks part of our AA uniform and *must be cleaned daily* before each new shift. Cloth masks are to be a solid color or have an AA or pretzel logo. Masks must be securely covering your nose and mouths. They should not reverse, move or be removed from the face unnecessarily while working. **I have seen and been told masks are taken off in the BOH or they are being worn under noses. Masks are to be worn all the time and cover your nose and mouth. If the mask comes down or off, employees cannot be within 6 feet of each other and it must . Masks should never be shared with others, and again they must be cleaned before each shift! **DO NOT USE THE WASHER AND DRYER in the store!** Employees must take them home to wash them!

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JANUARY WORK ANNIVERSARIES

Happy Anniversary!

Marc Davis-FL260	15 Years
Jennifer K. Johnson-FL171	12 Years
Cory S. Davis-IL136	5 Years
Steven D. Martinez-FL150	4 Years
Cindy R. Taylor-FL276	3 Years
Darryl S. Wallace-NC140	3 Years
Lluvia P. Juarez-IL165	3 Years
Guillermo A. Noriega-Reg	3 Years
Dyana Latta-FL197	3 Years
Theresa L. Atkinson-FL132	2 Years
Stacy E. Anderson-NC140	2 Years
Abraham Ledesma Rodriguez-FL149	2 Years
Hannah K. Joslin-OH183	2 Years
Shannon K. Hinkle-FL132	1 Year
Kristina M. Altman-FL162	1 Year
Shenise L. Thompson-FL149	1 Year
Emmanuel J. Smith-IN111	1 Year
Irwin N. Gonzalez Perez-FL231	1 Year
Shawn D. Clow-NH105	1 Year
Kiera S. Jackson-GA116	1 Year
Darien J. Sanks-FL175	1 Year
Nicole N. Funk-OH189	1 Year
Jordan A. Martinez-FL276	1 Year
Jackson L. Follis-FL221	1 Year
Laquetta B. Walker-GA106	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!

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JANUARY BIRTHDAYS

Happy Birthday!

Sandra McClintock-MI105	1-1	Varvara S. Kopylova-FL196	1-17
Dalaa Chahda-FL185	1-1	Merry P. Huynh-FL196	1-17
Noslen M. Hernandez-FL111	1-2	Taylor N. Rogers-OH163	1-18
Tawnie V. Gaynor-FL276	1-3	Ryan J. Walters-OH163	1-19
Melissa A. Ladd-Briarwood Cinnabon	1-3	Keshia L. Whitehurst-NC140	1-21
Samantha N. Ainsworth-FL168	1-3	Johana Y. Moran-FL231	1-21
Edgardo A. Rodriguez Lopez-FL143	1-4	Nicholas S. Staubs-SC114	1-22
Matthew F. Marison-NH105	1-4	Jillian M. Wienzek-NH105	1-22
Albani K. Godette-GA110	1-4	Bethsabée Ferrer-FL231	1-24
Joseph Safarek-Home Office	1-6	Quentraviya T. McFarling-MS112	1-24
Shabari D. Thompson-FL149	1-6	Leanna M. Tatum-OH189	1-25
Ana M. Rutigliano Diaz-FL154	1-6	Carley E. Pankratz-OH163	1-26
Carlos A. Sanchez Reyes-FL158	1-7	Nathalie A. Gomez-FL154	1-26
Eric S. Steiner-FL276	1-7	Mary Grace Hejl-OH111	1-27
Camila Farias De Almeida-FL230	1-9	Christine McCain-OH130	1-27
Karen L. Ubeda-FL187	1-9	Shonita R. Baker-NC140	1-27
Claudia E. Arauz-IN111	1-9	Nickola J. Lawton-GA139	1-27
Mark I. Stevens-FL171	1-9	Amarya F. Thompson-GA139	1-27
Amitra L. Alexander-FL177	1-10	Nicholas E. Ziemba-FL276	1-28
Charlotte S. Johnson-IN114	1-11	Inaya A. Soudan-GA116	1-28
Samuel R. Abbott-OH175	1-11	Ralph Erazo-FL132	1-28
Julia V. Gadbois-NH105	1-11	Austin G. Holste-FL162	1-28
Darrell L. Bellinger-FL154	1-12	Serenity N. Simmons-IN111	1-28
Crystal L. Feipel-Briarwood Cinnabon	1-12	Mackenzie B. Rutherford-Florida Mall Cinnabon	1-28
Daniel E. Rusiecki-FL180	1-13	Danielle N. Rolén-TN126	1-30
Jordan A. Martinez-FL276	1-14	Madison M. Maple-FL111	1-30
Rochelle A. Henry-FL149	1-17	Shannie L. Kuhns-FL162	1-31
Cheyenne O. Rodriguez-FL181	1-17		

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!