

THE DOUGH PRESS

THE OFFICIAL CHESTNUT LAND COMPANY NEWSLETTER



**ANNE BEILER VISITS FL144 & FL197
THANK YOU FOR STOPPING BY!**



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**MI116 GOES
ON A**



**PRETZEL
FIELD TRIP!**



**TEACH THE ART OF
HAND-ROLLING
PRETZELS!**


We know everyone is working hard on obtaining and promoting field trips so let's see your pictures!

Email them to Joe at jsafarek@muranskyco.com.



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 The 20/70 club means that your stores had at least 20 surveys submitted in January, scoring at least a 70 or above in average score. This means that you are holding your teams accountable to have **great customer service** as well as **awesome product**, making the overall experience great for the customer. This is what we are all about!

FL144	IN109
FL149	MI105
FL154	MI116
FL170	MI117
FL177	MI120
FL180	NC115
FL192	NH105
FL196	OH124
FL197	OH130
GA106	OH189
GA139	WV106
IL131	


CONGRATULATIONS to the stores that made the club!

We want to see more stores on February's list! Keep up the awesome work!

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EMPLOYEE SPOTLIGHT! MEET TAMMY SHOWMAN AREA MANAGER - OH175 / 190



 Tammy was hired June 5th, 2016. We opened OH175, Tanger Outlets Sunbury on June 24th, 2016. She built and established a great team. We then opened OH190 in February 2017 and promoted her to Area Manager. She is truly one of the most passionate managers we have on the team. She cares about the brand, the company, and her employees like they are her own. She helps the company not only by running great operations in both locations but also traveling to help us in other CLC locations and helping to train new managers for the company. She surrounds herself with great people, trains them by leading by example, empowers her people and loves what she does!

1. Netflix or Disney+?

Netflix 

2. What's the top destination on your must-visit list?

Scotland 

3. Favorite Auntie Anne's menu item?

Almond 


4. iPhone or Android?

Android 

5. What's the best Halloween costume you've ever had?

Gypsy 

6. Who has influenced you most when it comes to how you approach your work?

My parents and many managers I have worked with over the years have all taught me something I still use today. 

7. Best concert you have ever been to?

Jethro Tull 

8. What is your most-used emoji?

Kissy face 

9. How do goals help you become a better leader?


Keeps me focused to strive to be the best I can be but also bring out the best in my team. 100

10. What cheesy song do you have memorized?

Dance Monkey. Or any odd song that suits me at the moment. 

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NOTES FROM LEADERSHIP -HR

 Hello CLC Family! March is here! I am not sure about you, but I am so ready to get out of our winter “hibernating” funk and get rolling into spring! Even our Floridian family has had some COLD days! Here are some different informative excerpts from your HR team! Knowing that spring is on its way, I wanted to send some wellness tips from a great article I read recently! It is so important to take the time to take care of ourselves, no matter how busy we get! - *Bekah*

SEVEN TIPS FOR PROMOTING A HEALTHY SPRING

By Matthew Szenderski

WAKE EARLY TO EXERCISE

The mornings are warming up, and spring means the sun rises earlier each day. So take good advantage of this change. Get out and exercise before starting your day, whether it's going for a run or walking the dog. Exercising before work can begin your day on a high note with clarity and energy.

UPDATE YOUR WORKOUT ATTIRE

Proper footwear can help support an active lifestyle by providing important support for your joints. In addition, new lightweight clothing can help you manage heat and perspiration to optimize comfort when exercising. And be sure you're properly equipped before starting a new workout routine.

REVITALIZE YOUR DAILY FRUITS AND VEGETABLES

Spring is a great season to add new fruits and vegetables to your diet. The U.S. Department of Agriculture recommends 4.5 servings of fruits and vegetables each day. These are among those that are in season during the spring: cherries, raspberries, nectarines, plums, pluots and rhubarb; artichokes, cucumbers, peas, peppers, squash and tomatoes.

SAY “YES” TO A HEALTHY BREAKFAST

It's a solid foundation and great start for any day. And make sure to partner a morning exercise routine with a healthy breakfast. You'll need energy to make the most of your fitness regimen. Instead of coffee and a quick breakfast sandwich, how about a glass of OJ and a grapefruit?

WATER WITH A SQUEEZE OF LEMON

How often do you drink the recommended 64 ounces of water each day? For your body to perform at a high level, it's essential to stay hydrated. A glass of water can also be a good appetite suppressant and can help maintain a healthy weight. Try a squeeze of lemon in your water to add a bit of zest.

PROPER SLEEPING HABITS HELP MAINTAIN A HEALTHY WEIGHT

Strive to sleep 6-8 hours each night. Also, staying up late has been shown to increase the likelihood of overeating. Achieving proper rest will help reduce the opportunity to make bad diet decisions while preparing you for the demands of the next day.

SCHEDULE SCREENINGS AND DOCTOR'S APPOINTMENTS

Spring is a good time for a health tune-up. For example, before starting an exercise routine, it's always recommended to check with your primary care physician. And are there any allergy medications that need to be refilled before heading outside? When the weather turns warm and the blossoms start coming out, it's our signal to get ahead of the game for making each summer fun and rewarding. Many of the activities above can be done with friends, family and coworkers for mutual reinforcement. They can be integrated into corporate wellness programs. And it's not too early to start acquainting kids with some of these habits for a lifetime of healthy living.


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NOTES FROM LEADERSHIP -HR

BONUS UPDATE

Everyone should have received an update on their 2020 bonus plan. Please review how you did in 4th Q 2019 and what you need to do to improve! Remember, 85% of your bonus results you already know before you get the update from the home office. Keep up on your DTT Audit results, Mystery Shop results, emails from Leo on labor and COG, voids, and over/short on cash. If you have any questions on the bonus, please reach out to your Regional Manager or Leo Henry.

NOTES FROM LEADERSHIP -Payroll

 Do you have hidden talent in your staff? How well do you know your staff in order to develop them to their fullest potential? What inspires or motivates them? How trained is your store? Stop and think to yourself, do my employees know and understand what their job is and how to excel at the job? It is imperative that there is a focus on making sure employees know and understand what job duties are expected for their positions. This is why it is so important to follow and complete our training levels (page 6) and procedures. Following these procedures ensure our employees are being trained to the fullest. **A QUOTE TO REMEMBER BY BENJAMIN FRANKLIN: "TELL ME AND I FORGET, TEACH ME AND I MAY REMEMBER, INVOLVE ME AND I LEARN".**

Training and development is a continued effort. It doesn't just stop when the training packet is complete. There are benefits when you invest time and energy training your staff members. Some benefits are: increased job satisfaction and performance, motivated employees, increased morale, increased collaboration between coworkers, increased efficiencies in processes resulting in financial gain for your store and reduced employee turnover.

What more can you do for your employees if you already have the RIGHT people in the RIGHT positions? We would like to hear from you on what your answer is on this question.

Email your response to clcpayroll@chestnutland.com

ALSO... We have recently sent you updated I9 forms via email and in the bi-weekly store mailer. PLEASE be sure to use this form for your new hires! Any questions let the Payroll team know!

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NOTES FROM LEADERSHIP - *Payroll*

TRAINING LEVELS

ORIENTATION

Complete Orientation and New Hire Paperwork with the Store Manager or MOD. Watch the AA training DVD. This is to be completed on Day 1.

LEVEL 1

A New Hire should be able to accomplish these tasks and perform them consistently within 20 hours. The first 2 hours of training is the Store Manager reviewing policies and procedures with the trainee. Training should be scheduled in 5 hour blocks of time, ie. 10am-3pm or 5:00pm-10:00pm. It is recommended the hours be split between morning and evening shifts so the trainee can learn all duties on the checklist. Training must be completed, signed and approved by the Store Manager. Level 1 Training must be completed before moving on to Level 2 Training. These 20 hours would be awarded as training hours and can only take place Monday through Thursday. The training hours should be "shadowed" hours in the store. While the trainee is there, they are shadowing the Store Manager/trainer and vice versa. This may cause for an extra person to be scheduled during the training shifts to meet the business needs.

LEVEL 2

An Employee should be able to accomplish these tasks and perform them consistently within 20 hours. Training should be scheduled in 5 hour blocks of time, ie. 10am-3pm or 5:00pm-10:00pm. It is recommended the hours be split between morning and evening shifts so the trainee can learn all duties on the checklist. Training can be done by MOD, but must be signed and approved by the Store Manager.

ROLLER

An Employee must complete an additional 30 hours on the rolling counter and pass appropriate tests before completing Level 2 Training and becoming a Certified Roller. These 30 hours should be completed during busier times when the roller is also dipping and traying the pretzels. These 30 hours are accrued with experience and time on the job, free of any awarded training hours.

SHIFT LEADER

Any employee that has successfully completed Level 2 Training and become a Certified Roller is eligible to become a Shift Leader. A Shift Leader in training should be able to accomplish these tasks and perform them consistently within 60 hours or 2 weeks before the keys are given. Training can be done by MOD, but must be signed and approved by the Store Manager. For an experienced employee, 5 of these hours would be awarded as training hours. For a non-experienced employee, 10 of these hours would be awarded as training hours.

ASSISTANT

Any employee that has completed all previous certifications and has proven to be an effective, reliable Shift Leader is eligible for Assistant Manager training. An Assistant Manager must be able to accomplish these tasks and perform them consistently before being placed in the position. All training must be done and approved by the Store Manager or above. For an experienced employee, 10 of these hours would be awarded as training hours. For a non-experienced employee, 15 of these hours would be awarded as training hours.

Roll Your Way To The Top!

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NOTES FROM LEADERSHIP-*Recruiting*

SLOW-TIME IS ALMOST OVER!

It is time to start recruiting for the busy spring and summer seasons! Now is the time to start reaching out to your seasonal help, whether it is holiday or summertime, to see if they plan on returning. This is also a good time to express the importance of the referral program that has done so well for us. Let your employees know they can earn CASH for referring friends and family to work for us! This is especially important with new hires. Let them know you are still looking and if they have any friends, they know looking for work, you will interview them! **DO NOT WAIT** to reach out to your recruiter and let them know you need people tomorrow. Start now, communicate with us on what your needs will be and stay ahead of the game!

COMMUNICATION

Communication with the recruiting team is going to be more important than ever. With the unemployment rate being the lowest it has been in years, **3.5%**, there are more jobs available than ever. We ask you to PLEASE stay in constant communication and do not wait until you have lost half of your team to reach out to us for help. That is what the recruiting team is here for!

REFERRAL SUCCESS TOP RECIPIENTS OF REFERRAL BONUS

\$250 - MELISSA ROSS, Store Manager FL181. Melissa got paid off of 3 people she referred to work at her store.

\$200 - CORY DAVIS, Area Manager IL136 & IL165. Cory got paid for referring 2 people to work at his stores.

\$200 - DAVID BEARD, Store Manager GA116. David had 2 referrals hit 6 months.

\$200 - VIRGINIA BEARD, Store Manager GA110. Virginia got paid on 3 referrals this month.

\$150 - CHRIS SIEVERT, Area Manager OH147 & OH189. Chris earned cash from 2 referrals this month.

*What is Stopping You From
Referring Someone?!*

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WORK ANNIVERSARIES

Justin K. Vallia-Home Office	5 Years
Shannie L. Kuhns-FL162	5 Years
Kimberly D. Burkhardt-MI111	5 Years
Luis-Michael Rodriguez-FL175	5 Years
Karen L. Ubeda-FL187	5 Years
Josie H. Williams-IL135	4 Years
Jonathan M. Schlanger-FL162	4 Years
Noah T. Johns-OH183	4 Years
Lawrence N. DeJong-MI115	4 Years
Rey D. Gallardo Cortez-NC115	4 Years
Scott R. Valentine-Home Office	4 Years
Braxton M. Schultz-SC114	3 Years
Taraine M. Rankins-IL135	3 Years
Emily A. Gray-OH190	3 Years
Devon T. Callahan-AL113	3 Years
Markis E. Moon-GA116	3 Years
Arianna M. Velasquez-FL221	2 Years
Alexus M. Showman-OH190	2 Years
Nash D. Thornton-OH175	2 Years
Jeanette L. Lambert-KY117	2 Years
Allison L. Lawson-PA254	2 Years
James A. Vaughn-W106	2 Years
Adrianna H. Gebhart-OH175	2 Years
Marcellus D. Robinson-NC102	2 Years

**JUST THINK: YOU'RE
INSPIRING SOMEONE
RIGHT NOW!**

Keep it Up!

Racquel Schertzer-Home Office	2 Years
Ashley L. Hambly-MI141	2 Years
Christina Noufer-Home Office	2 Years
Kathleen M. Myers-FL166	1 Year
Robert L. Sampson-FL180	1 Year
Michael C. Woody-FL150	1 Year
Andrea M. Hudgins-GA130	1 Year
Noah R. Starkey-MA139	1 Year
Kayley G. Smith-KY117	1 Year
Dianet Ortega Toro-FL230	1 Year
Candice L. Casse-SC123	1 Year
Chino D. Tinson-FL132	1 Year
Kayla M. Kissinger-FL276	1 Year
Oualid Abounaouass-FL192	1 Year
Karim Nouri-FL180	1 Year
Tiamber L. Randle-IL135	1 Year
Kristi J. Dixon-IN130	1 Year
Terry J. Green-AL113	1 Year
Jaisen W. Small-FL226	1 Year
Kristi N. Thomas-IN112	1 Year
Gabriela Sanchez Morales-FL276	1 Year
Shaquarah A. Pinckney-SC123	1 Year
Toniqua L. Leflore-IL135	1 Year
Jessica R. Caissie-NH106	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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HAPPY BIRTHDAY!

Sean P. Reily-NC114	3-1
Phalicia A. Williams-IN114	3-1
Guillermo A. Noriega- Regional-S. FL	3-2
Nadia E. Smith-GA116	3-2
Jacob Z. Moore-FL162	3-2
Zachary A. Pearce-NC140	3-3
Destinie M. Lavander-FL260	3-3
Alfred H. Fullard-FL185	3-6
Terry J. Green-AL113	3-6
Kaylan S. Moore-GA106	3-6
Kiaria S. Locke-FL162	3-7
Emily J. Paz-FL230	3-7
Ruthelen E. Cox-FL166	3-8
Emani D. Edwards-GA128	3-8
Chanel A. Brown-FL180	3-9
Alexis T. Nauman-GA128	3-9
Allison L. Lawson-PA254	3-9
Milton P. Lugo-FL181	3-9
Ethaniel J. Percoliza-IL165	3-9
Jennifer M. Weaver-MI123	3-10
Sara L. Duran-OH189	3-10
Austin J. Sherman-OH111	3-10
Joshua F. Pineda-FL187	3-12
Irwin Gonzalez Perez-FL231	3-12
Miaisa M. Gibbs-MS112	3-12
Trinity L. Sievert-OH189	3-12
Brian K. Riley-WV106	3-13
Elsa Acosta Urdaneta-FL177	3-13
Leah N. Ricottilli-FL180	3-13
Candace M. Foxworth-GA106	3-14
Rafael E. Martinez-FL226	3-14
Tommy L. Scott-FL260	3-15
Lisi Osorio Fuentes-FL175	3-15
Katie L. Miller-MI123	3-16
Anibal Ramos Benique-FL182	3-16
Jaisen W. Small-FL226	3-16
Harley R. Branch-FL176	3-16
Samantha A. Marcotte-FL181	3-17
Arianna M. Velasquez-FL221	3-17

Vedaul A. Peters-MI120	3-17
Donte K. Reynolds-GA116	3-18
Shay M. Cobb-OH183	3-18
James A. Vaughn-WV106	3-19
Edward N. Drummond-MI117	3-20
Coltyn J. Daugherty-PA254	3-20
Chance M. Dickman-IL165	3-21
Tabatha M. Plymale-FL158	3-21
Fabio Urrutia-FL121	3-21
Grace A. Wampler-OH190	3-21
Cara M. Sardone-FL180	3-22
Branex Arista-FL231	3-22
Chyna J. Davis-FL143	3-23
Sherry S. Frye-KY117	3-24
Santonia M. Dragg-GA116	3-24
Sheondra L. Baker-GA110	3-24
Breanna L. Mahlmeister-PA254	3-24
Kaylie R. Blaize-IN130	3-24
Onesti E. Ryan-FL171	3-25
Shane M. Rasico-MI120	3-26
Walson Pierresin-MA139	3-27
Stacy E. Anderson-NC140	3-28
Lyn K. Figaro-GA139	3-28
Imariayah A. Goodman-Jenkins-FL185	3-29
Jennifer K. Johnson-FL171	3-30
Naia A. Williams-GA116	3-30
Pamela K. Vanema-MI137	3-31
Dyana Latta-FL197	3-31
Charles R. Boyles-MI117	3-31
Elliott D. Collier-FL201	3-31



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!

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DTT AUDIT STREAKS

Of 3 Consecutive 100% Scores

NC114 - 4 Consecutive

FL170 - 3 Consecutive

IN109 - 3 Consecutive

IN128 - 3 Consecutive

MI120 - 3 Consecutive

NC115 - 3 Consecutive

*Success doesn't come from what
you do occasionally, it comes
from what you do consistently.*

CONGRATULATIONS to these 6 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!**

*Thank You
For Reading!*