

# THE DOUGH PRESS

## THE OFFICIAL CHESTNUT LAND COMPANY NEWSLETTER



**NEW**  
*Seasonal*  
**ITEM!**

**PICK** -Your- *Six Packs*



Six Pretzels



Six cups of Nuggets & Mini Dogs



Six Pretzel Dogs



### IN THE PRESS

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# THE DOUGH PRESS

## EMPLOYEE SPOTLIGHT! MEET CRESCENT CHAPMAN CHESTNUT LAND REGIONAL MANAGER



 Crescent became part of the Chestnut Land Family when we acquired our MI region in August 2011. She was an Area Manager at the Rivertown locations at the time. We knew right away that Crescent was, and still is, a true leader. There is never a question of her integrity and loyalty to our brands. Crescent was promoted to Regional Manager of the MI/Toldeo, OH region in January 2017. Currently she oversees 13 locations, with 2 of them being our 1st Jamba Juice and 2nd Cinnabon location. She takes on all new challenges with an open heart and puts every ounce of energy in those challenges and her people. There is never a day where you don't see her smiling or hear a smile in her voice. Her success is attributed to leading by example, being a great listener, and loving her team, guests, and job each day!

Thank you Crescent for your leadership, passion and integrity!

1. What is your favorite thing about your career?

That I work for a company that treats me like family! And also that it has taken me to so many great places across the United States and given me the opportunity to meet and work with some wonderful Chestnut Land and Auntie Anne's people over the past 9 years!

2. If you could only eat one meal for the rest of your life, what would it be?

Nachos with guac & lots of pico de gallo

3. What's the most daring thing you've ever done?

Riding Insanity at the top of the Stratosphere in Las Vegas!!

4. If you had a warning label, what would yours say?

"Warning, indecisive over-thinker!"

5. What is the career highlight you're most proud of?

Winning the Auntie Anne's Amazing C.A.R.E Challenge back in 2011 and being featured in the training dvd! I'm also proud and thankful for being able to work my way up to a regional manager position!

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

The 80's! Everything was better back then!!

# THE DOUGH PRESS

## EMPLOYEE SPOTLIGHT - CRESCENT CHAPMAN - CONTINUED

7. What is your favorite TV show of all time?

**Grey's Anatomy**

8. Would you rather be stuck on a broken ski lift or in a broken elevator?

**Ski Lift! I don't mind heights, but don't contain me LOL**

9. Who is your personal hero?

**Queen Elizabeth II-during her remarkable 68 year reign, she has remained a symbol of calm and confidence through peaceful times as well as unimaginably difficult ones. She does what's expected of her without complaint, and at 94 years old, she continues to be an example of grace and commitment to her people.**

10. What is your go to dance move?

**Hmm, not sure on that one, I make up my moves depending on the song!**

11. What are 3 interesting facts about you?

**I lived in Venezuela for a few months as a baby, I love roller coasters/theme parks, my dream as a kid was to become an animator for Disney.**

12. Favorite Jamba smoothie?

**Green's n Ginger with Açai Super Antioxidant a very close second!**



**Auntie Anne's**



*Keep up the awesome work Crescent!*



## CONGRATULATIONS

To Chloe Meeks (AM IL131) on the birth of her beautiful baby girl!

*Elizabeth Abigail*

Born Friday, October 2nd



# THE DOUGH PRESS

## Amazing Reviews!

#BeKind / #WhatWouldAnneDo



Heather Leed Neary

Admin · 23h · Private Group

"Auntie Anne's is the best pretzel made! Marcus was very nice!"

Marcus at MI-117, thank you! And we agree with this guest - Auntie Anne's is the BEST! Because of all our amazing crew members!

#BeKind

#WhatWouldAnneDo

**MI-117**



Heather Leed Neary

Admin · 23h · Private Group

"Aubri was nice and also complimented me on my shirt which made my day! Very good service and the pretzel bites were delicious!!"

Thank you, Aubri at OH-147!

#BeKind

#WhatWouldAnneDo

**OH-147**



Heather Leed Neary ▶ Auntie Anne's Crew

Admin · 23h · Private Group

"I loved the team members at the store. As soon as I placed my order, an attendee made sure I had everything that I needed and that I was satisfied with my order. She got to know me and talked with me a while after as well!" IL-163 delivering great service and connecting with our guests. Thank you!

#BeKind

#WhatWouldAnneDo

**IL-163**



Heather Leed Neary

Admin · 23h · Private Group

"Kayley S was very efficient, helpful, and polite. I love the pretzel bites, the cheese sauce, and the frozen strawberry lemonade. The food and service is always excellent."

Kayley at KY-117, thank you for such awesome service! Sounds like this guest got a great combo - yum!

#BeKind

#WhatWouldAnneDo

**KY-117**



Heather Leed Neary

Admin · Sep 18 · Private Group

"The pretzels here have been so consistently soft and buttery And the staff have been nothing but polite and wonderful."

Another great comment from a guest at MI-116, thank you!!

#BeKind

#WhatWouldAnneDo

**MI-116**



Heather Leed Neary

Admin · Sep 24 · Private Group

"Mary is very friendly and always talks to me. She has a cheery attitude, usually remembers me and is very polite. Overall it was a satisfactory visit and I was glad to pop in and be served efficiently. Thank you."

Mary at OH-111, thank you for your great attitude!

#BeKind

#WhatWouldAnneDo

**OH-111**



Heather Leed Neary

Admin · Sep 24 · Private Group

"Luis offered to make us fresh pretzels if we wanted to wait six minutes. We took him up on the offer and they were delicious. Thank you!"

Luis at FL-175, thank you for making these guests fresh pretzels. So yummy!

#BeKind

#WhatWouldAnneDo

**FL-175**



Heather Leed Neary

Admin · Sep 24 · Private Group

"Very fast and respectful service."

MI-116 - nice speedy service!

#BeKind

#WhatWouldAnneDo

**MI-116**

## Awesome Job!



# THE DOUGH PRESS

## Amazing Reviews!

#BeKind / #WhatWouldAnneDo



**Heather Leed Neary**

Admin · Sep 18 · Private Group

"Danielle was very helpful. I had never heard of a lemonade frost and she explained the drink to me and even recommended her favorite flavor, strawberry, which I tried and it was delicious. I will definitely be ordering another one when I go back."

Danielle at OH-147, great upselling! Our guests love to hear about our new menu items. Thank you!

#BeKind  
#WhatWouldAnneDo

**OH-147**



**Heather Leed Neary**

Admin · Sep 18 · Private Group

"Charles got my order in a reasonable time and the store was really clean."

Charles at WV-106, thank you! Great work!

#BeKind  
#WhatWouldAnneDo

**WV-106**



**Heather Leed Neary**

Admin · Sep 18 · Private Group

"They were extremely helpful and gave me a quality product and I was so happy with my food and really enjoyed it. I'm so happy that I came to this location!! I am definitely going to be returning."

FL-149, looks like you have a new fan! Thank you so much!

#BeKind  
#WhatWouldAnneDo

**FL-149**



**Heather Leed Neary**

Admin · Sep 18 · Private Group

"Charles got my order in a reasonable time and the store was really clean."

Charles at WV-106, thank you! Great work!

#BeKind  
#WhatWouldAnneDo

**WV-106**



**Heather Leed Neary**

Admin · Sep 15 · Private Group

"Jane service was fast and she paid attention to details. I did not feel rushed during the service and she was smiling which was great and pretzels were good."

Jane at MI-116, thank you for your great service!

#BeKind  
#WhatWouldAnneDo

**MI-116**



**Heather Leed Neary**

Admin · Sep 16 · Private Group

"Madison was friendly while taking my order. She said she could see the excitement in my eyes when I told her how much I love Auntie Anne's. She said my excitement put her in a good mood and she couldn't wait to see me again."

Madison at FL-111, this is great! What a lovely guest comment thanks to your outstanding service. Thank you!

#BeKind  
#WhatWouldAnneDo

**FL-111**



**Heather Leed Neary**

Admin · Sep 16 · Private Group

"So I work at gamestop in the eastwood mall in niles oh. Honest to god the auntie Anne's here is my absolute favorite. They always make me feel welcome and even when I'm full of anxiety they happily help me out and it makes me feel better. So thank you guys!"

OH-130 - you all rock! This guest comment made me smile so much! Everyone is going through so much these days, thanks for being so kind!

#BeKind  
#WhatWouldAnneDo

**OH-130**



**Heather Leed Neary**

Admin · Sep 15 · Private Group

"rebecca made our day!! We were driving to Orlando from palm beach. Other stores told us 45 minutes or longer for pick up. Rebecca told us 10 minutes and the food was awesome. Super friendly. Thank you!!"

Rebecca at FL-192, woo-hoo! Way to go! You delivered for our guests when they needed it most! Thank you!

#BeKind  
#WhatWouldAnneDo

**FL-192**

## Keep up the Great Work!



# THE DOUGH PRESS

## Amazing Reviews!

#BeKind / #WhatWouldAnneDo



**Heather Leed Neary**

Admin · Sep 15 · Private Group

"Jenae was very friendly and made a suggestion for a custom pretzel that I had never heard before. I will try it next time. She is great!"

Jenae at MI-116, way to suggestively sell to our guests!

#BeKind

#WhatWouldAnneDo

**MI-116**



**Heather Leed Neary**

Admin · Sep 15 · Private Group

"clean and friendly"

FL-149 - thank you for getting it done!

#BeKind

#WhatWouldAnneDo

**FL-149**



**Heather Leed Neary**

Admin · Sep 4 · Private Group

"Ralph served me quickly and I was in and out, as I like." Ralph at FL-180 knows our guests are busy! Way to go!

#BeKind

#WhatWouldAnneDo

**FL-180**



**Heather Leed Neary**

Admin · Sep 4 · Private Group

"I went in for a small cup of pretzels and jady & Eli did an awesome job of letting me know about deals for drinks as well as sauces!"

Jady and Eli at WV-106, nice work on the upsell! Thank you!

#BeKind

#WhatWouldAnneDo

**WV-106**



**Heather Leed Neary**

Admin · Sep 4 · Private Group

"I was very pleased with the time it took to get my pretzel. It also tasted very good and I felt that the price was fair for what I got. I definitely will go back to Auntie Anne's!" This is one happy guest at MI-120 - thank you!

#BeKind

#WhatWouldAnneDo

**MI-120**



**Heather Leed Neary**

Admin · Sep 4 · Private Group

"Mackenzie was very helpful and friendly and greeted me as soon as I walked up. When she took my order she had recommendations and was pleased to be waiting on me." Mackenzie at FL-162, thank you so much for being so kind!

#BeKind

#WhatWouldAnneDo

**FL-162**



**Heather Leed Neary**

Admin · Sep 4 · Private Group

"Skyler was great, she offered me dips and asked if I wanted a drink with my order. She asked if I had downloaded the app, and when I told her no, she recommended it so I could earn free pretzels. She also told me about the free pretzel at the bottom of the receipt." Skyler at PA-254, thank you for going above and beyond to provide great guest care!

#BeKind

**PA-254**



**Auntie Anne's**

*Team Chestnut!*



# ***THE DOUGH PRESS***



**IT'S BEGINNING TO LOOK A LOT LIKE...**

**THIS YEAR'S HOT CHOCOLATE FROST  
CAMPAIGN WILL LAUNCH ON  
NOVEMBER 2ND AND WILL RUN THROUGH  
JANUARY 31ST, 2021.**

**THE HOLIDAY SEASON  
IS APPROACHING QUICKLY!!**



# THE DOUGH PRESS

## OCTOBER BIRTHDAYS - HAPPY BIRTHDAY!

Dailyn Arteaga Molina-FL154	10-1	Tiffany E. Orama-FL111	10-20
Michael J. Durisin-OH111	10-1	Zebriana T. Lee-MS112	10-20
Cesar D. Lewis-GA110	10-1	Victor D. Branch-OH189	10-21
Stephanie A. Bermudez-FL121	10-2	Divinia Samanther-FL196	10-21
Clorissa M. Dekuiper-MI115	10-3	Zachary W. Richter-NC115	10-21
Autumn M. Leidtke-OH175	10-3	Erika M. Brown-FL197	10-21
Cindy R. Taylor-FL276	10-4	Jordan R. Hedge-WV106	10-21
Lindsey M. Oleniuch-SC123	10-4	Chris A. Merrick-FL197	10-22
Lamegan R. Thompson-Spencer-MS112	10-4	Chloe Meeks-IL131	10-22
Christopher A. Garden-FL154	10-5	Cameron P. Smith-MI120	10-22
Trinity K. Blake-IL135	10-5	Timothy J. Wagner-MI141	10-22
Ryan P. Murphy-FL260	10-6	Heather M. Bates-IN112	10-23
Clarence D. January-IN107	10-7	John E. Duncan-FL197	10-23
Tenesha R. Ellis-FL143	10-7	Kevin N. Cruz-FL230	10-23
Laquetta B. Walker-GA106	10-7	Theresa L. Atkinson-FL132	10-24
Ashley N. McDonald-MI116	10-7	Andrew M. Stout-MI117	10-24
Kaylee M. Cobb-AL113	10-7	Abigail C. Stegeman-OH163	10-25
Kathleen M. Williams-OH124	10-9	Sierra N. Gosnell-NC131	10-25
Bruce W. Wilson-NH105	10-9	Andrew J. Zenonos-FL171	10-25
Tabetha R. Vannice-IL131	10-10	Samuel K. Donatelli-OH190	10-25
Ashlynn R. Taltoan-OH124	10-10	Whitley R. Green-GA139	10-26
Taffrey M. Peterman-FL180	10-10	Cheyenne M. Bailey-OH189	10-26
Sydney S. Howard-IN112	10-10	Emma G. Wilson-MS112	10-26
Katrice R. Singleton-FL150	10-11	Sean L. Ingram-GA106	10-27
David Martinez-FL260	10-11	Toniqua L. Leflore-IL135	10-28
Daniel Jimenez-FL159	10-11	Shaniel A. Pantoja-FL159	10-28
Tiffany S. Taylor-FL177	10-12	Rebekah J. Ortiz-NH106	10-28
Kira A. Vander Molen-MI137	10-12	Tabitha L. Wittrock-IL163	10-29
Kalyn M. Ryan-FL166	10-13	Kyla J. Beard-IN112	10-29
Ariel E. Olea-IN109	10-13	Ethan J. Jaeckel-OH190	10-29
Josue F. Grijalva Ortiz-FL154	10-13	Jacob M. Rush-IN114	10-30
Aleah I. Loveless-MI117	10-15	Jylan D. Brown-GA110	10-30
Kadee L. Eason-IN128	10-15	Jordan M. Christman-GA130	10-30
Donna N. Ivers-KY117	10-16	Thomasha J. Adams-MS112	10-31
Zachary I. Smith-MI120	10-16	Irma Huseinovic-FL180	10-31
Crescent M. Chapman-Reg	10-19	Marcus H. Play-GA130	10-31
Jonathan M. Schlanger-FL162	10-19	Johnathan Gaston-SC114	10-31
Jocelyn L. Torres-FL201	10-19	Wendy L. Alvarado-FL276	10-31
Keion C. Lewis-GA110	10-19		

**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

## OCTOBER WORK ANNIVERSARIES

Jared E. Agee-FL175	11 Years	Melisa Ramic-MI117	1 Year
Jossalyn T. Jennings-FL171	10 Years	Justin S. Stolle-NC114	1 Year
Cindy T. Pham-FL144	8 Years	Whitley R. Green-GA139	1 Year
Cody A. Eason-IN128	8 Years	John A. Erazo-FL180	1 Year
Alex M. Smith-FL159	6 Years	Max J. Eugene-FL192	1 Year
Mikel A. Cummings-FL196	5 Years	Stacey L. Griffin-NC131	1 Year
Anibal Y. Velazquez-FL196	5 Years	Genesis A. Perez Herrera-FL230	1 Year
Amanda L. Stout-MI117	5 Years	Ivana S. Golden-IN107	1 Year
Sierra N. Gosnell-NC131	4 Years	Brianna M. Brown-AL113	1 Year
Joseph Maciejewski-FL168	4 Years	Ahmani K. Benjamin-GA110	1 Year
Katie L. Miller-MI123	3 Years	Abigail C. Stegeman-OH163	1 Year
Mikayla R. Cadwell-FL150	3 Years	Drew T. Sexton-OH190	1 Year
Christopher L. Erno-FL171	3 Years	Varvara S. Kopylova-FL196	1 Year
Amitra L. Alexander-FL177	3 Years	Laila B. Dennard-GA139	1 Year
Brittney L. Feltner-OH183	3 Years	Travon D. White-NC140	1 Year
Catera C. Pryor-MS112	3 Years	David D. Freeman-OH190	1 Year
Yessamin Hernandez-IN128	3 Years	Dakota T. Showman-OH190	1 Year
Edgardo A. Rodriguez Lopez-FL143	2 Years	Lalique D. Maxey-GA139	1 Year
Samantha N. Ainsworth-FL168	2 Years	Lauren M. Mason-OH130	1 Year
Makayla L. Peach-MI123	2 Years	Daija M. Sherrill-GA139	1 Year
Stephanie Recendez-IL136	2 Years	Aubri E. Christie-OH147	1 Year
Elizabeth J. Cardiero-OH130	2 Years	Mickal A. Johnson-FL175	1 Year
Kathleen M. Williams-OH124	2 Years	Jylan D. Brown-GA110	1 Year
Taylor A. Kubic-OH130	2 Years	Edward N. Drummond-MI117	1 Year
Ryan S. Munoz-FL159	2 Years	Charlotte S. Johnson-IN114	1 Year
Antwan R. Meadows-FL226	2 Years	Jessica M. Pratts-FL192	1 Year
Victoria A. Muniz-FL159	2 Years	Wilfredo L. Roman-FL185	1 Year
Jessica R. Butler Lore-FL182	2 Years	Danielle N. Rolen-TN126	1 Year
Alyssia S. McDonald-FL175	2 Years	Emily N. Semick-OH111	1 Year
Samuel A. Abunaw-GA110	2 Years	Jamie K. Mounce-FL260	1 Year
Ezequiel A. Andujar-FL144	2 Years	Trinity K. Blake-IL135	1 Year
Anyadiamond D. Llibre-NH106	1 Year	Haley K. Proffitt-OH163	1 Year
Karianne J. Reynolds-MI137	1 Year	Ryan M. Holmes-OH183	1 Year
David W. Carmo-NH106	1 Year	Kelea A. Branum-NC115	1 Year
Kaylin M. Brundge-GA139	1 Year	Ralph Erazo-FL132	1 Year
Marcus A. Phillips-MI117	1 Year	Robyn A. Porter-WV106	1 Year
Paola A. Flores-GA116	1 Year	Kristi A. Singer-WV106	1 Year
Alex B. Bundy-MI115	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!