

THE DOUGH PRESS

THE OFFICIAL CHESTNUT LAND COMPANY NEWSLETTER

CHESTNUT LAND'S 1ST AUNTIE ANNE'S FOOD TRUCK! #IFOUNDTHEPRETZELTRUCK



IN THE PRESS

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Amazing Reviews!

#BeKind / #WhatWouldAnneDo


<  Heather Leed Neary ▶ Auntie Anne's Crew ...
Aug 26 · 📍

"Ashlynn was very pleasant, courtesy and professional."

Ashlynn at OH-124 - you nailed it! Thank you for your kindness!

#BeKind
#WhatWouldAnneDo

OH-124


<  Heather Leed Neary ▶ Auntie Anne's Crew ...
Aug 26 · 📍

"The location was clean as employees wore masks and gloves. There were also signs encouraging customers to practice social distancing. The food looked fresh in the display and was easy to order."

FL-196, another great guest comment. Thank you for your hard work!

#BeKind
#WhatWouldAnneDo

FL-196

<  Heather Leed Neary ▶ Auntie Anne's Crew ...
Aug 26 · 📍

"Friendly, polite, and cleanliness procedures very obvious. They seemed very organized."

This guest kept it simple, but the message is clear - your hard work and diligence and kindness at IL-131 is being noticed.

#BeKind
#WhatWouldAnneDo

IL-131


<  Heather Leed Neary ▶ Auntie Anne's Crew ...
Aug 19 · 📍

"Daniel V was very helpful by asking if we wanted a drink or dip and referring us to this website, they were also clean while wearing a mask and also wearing gloves. Everyone was extremely approachable and had good suggestions."

Daniel at FL-196 and his team members are really doing it right. Thank you!!

#BeKind
#WhatWouldAnneDo

FL-196


<  Heather Leed Neary ▶ Auntie Anne's Crew ...
Aug 21 · 📍

"The store is clean and tidy. The employees are cheerful and polite. They used their manners and made suggestions about menu items. Morgan was specific and wore gloves and a mask."

Our Threefold Philosophy in full effect with Morgan and the team at WV-106! Thank you!

#BeKind
#WhatWouldAnneDo

WV-106

<  Heather Leed Neary ▶ Auntie Anne's Crew ...
Aug 21 · 📍

"The store was clean and neat. There were floor markings with pretzel stickers every 6 feet for social distancing. Cashier was smiling, polite, courteous and suggested upsales."

OH-124 - way to go! Social distancing for the win!

#BeKind
#WhatWouldAnneDo


OH-124

Awesome Job!

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Amazing Reviews!

#BeKind / #WhatWouldAnneDo

<  Heather Leed Neary ► Auntie Anne's Crew ...
Aug 5 · 📍


"Katie and other employees always say hello when I walk in and are busy at their jobs but work together as a team."

Team work! It's really what it's all about - in pretzels and in life! Thank you to the team at MI-123.

#BeKind

#WhatWouldAnneDo

MI-123

<  Heather Leed Neary ► Auntie Anne's Crew ...
Aug 5 · 📍


"Shabari was very knowledgeable about the different choices and options of the products. Also, she was very kind and patient. I feel she is a very valuable asset to the Auntie Anne's franchise. Her customer service skills was on point."

You all have a challenging job, now more than ever. Thank you, Shabari, for delivering great guest care! FL-149 rocks!

#BeKind

#WhatWouldAnneDo

FL-149

<  Heather Leed Neary ► Auntie Anne's Crew ...
Aug 5 · 📍


"The associate, Paula K, was very attentive and happy! She helped me quickly and safely making sure to put gloves on before serving me. The transaction was very smooth and the facility was well swept and the glass cases were clean and orderly."

Our Threefold Philosophy has never been more important. Way to go, NH-105!

#BeKind

#WhatWouldAnneDo

NH-105

<  Heather Leed Neary ► Auntie Anne's Crew ...
Aug 19 · 📍


"The store was clean, the food case was full and the employees were nice."

Thank you, FL-162! Cleanliness, lots of pretzel options, and kindness!

#BeKind

#WhatWouldAnneDo

FL-162

<  Heather Leed Neary ► Auntie Anne's Crew ...
19h · 📍


"My visit was amazing. The employees was respectful and fast. I will definitely come again. Great customer service."

Great customer service never goes out of style, way to go, FL-260!

#BeKind

#WhatWouldAnneDo

FL-260

<  Heather Leed Neary ► Auntie Anne's Crew ...
19h · 📍

"Sydney and her associate were great! When I walked up to place my order, both were hard at work preparing pretzels. My service was prompt & accurate and the pretzels were delicious as always."

Sydney and team at MI-141 - way to go! Thank you for your hard work!

#BeKind

#WhatWouldAnneDo

MI-141

Keep Up The Great Work!

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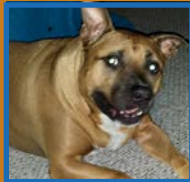
EMPLOYEE SPOTLIGHT!

MEET GALE MARTINO

STORE MANAGER - FL150




Floyd



Jon-Jon



Molly

 Gale has been a member of the CLC family since June of 2009. That is 11 + years of rolling America's favorite pretzel! She is a full blooded pretzel-making machine who loves her team like they are her own family! They look to her for not only leadership at work but leadership in their personal lives as well. She has helped train and mentor several of our managers working for us today. She has been one of the top 2 stores in the company in sales for the last 10 years! **WHAT AN ACCOMPLISHMENT!** Gale's store is always sparkling clean - always! She expects high quality work from her team and does not put up with excuses to get the job done right! She is always willing to go anywhere and anytime to help her fellow CLC stores and peers. She has been a great asset to Chestnut Land! We thank her for her continued passion and support each day!

1. What's your favorite way to spend a day off?

Chilling at the house with the family

2. What was your favorite age growing up and why?

25 was the best. I had some freedom to do what I wanted and enough sense to stay out of trouble!!

3. A genie gives you three wishes—what are they?

1- My friends and family to be healthy and happy, 2- My son to be able to do whatever he wants to and not have to worry about money, 3- Have enough land to have more animals

4. Do you hit the snooze button or wake up immediately?

You mean there is a snooze button, lol?? I usually wake up before the alarm

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

Ozark

6. Do you believe in aliens?

Sure – you can't prove that there are none

7. Do you like to dress up for Halloween? If so, what was your best costume?

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EMPLOYEE SPOTLIGHT - GALE MARTINO - CONTINUED

8. Do you have any pets?

YES!! 3 Pitbulls

Jon-Jon 16 yrs old

Molly 4 yrs old

Floyd 3 yrs old



9. What is your idea of a perfect vacation?

Sitting on the beach with a Margarita

10. Have you ever went sky diving? If not, would you?

No – Not a fan of jumping out of a moving object

11. Favorite Auntie Anne's menu item?

Mini Dogs

12. What's one thing you wish you knew how to do?

Speak Spanish!

Keep up the awesome work Gale!



GIVE A LITTLE.

GET SO MUCH MORE!

WE STAND WITH THE KIDS

All September long, Pretzel Perks app users will get a buy one, get one free pretzel item on a future purchase when you make a donation in-store or in the app to Alex's Lemonade Stand Foundation. Join us in ending childhood cancer!

Crewmembers are strongly encouraged to suggest a donation to ALSF during guest interactions at the register, reminding them about this special offer of a buy 1, get 1 free pretzel item when they donate and use the app on their purchase.

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NOTES FROM LEADERSHIP -HR



Just checking in with reminders. We ask that you share this information with your team!

Review articles on the GRID and on PlayerLynk! **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 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 must 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.

Continued on the next page...

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NOTES FROM LEADERSHIP -HR

Cloth Masks

These must be worn at all times. It is mandatory! These masks are now part of our AA uniform and must be cleaned daily before working your next 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!

Gloves

Gloves need to be worn at all times. Gloves are used at ALL stations, including the host station. Employees need to wash and sanitize their hands before putting on gloves. When gloves need changed, the employees must wash and sanitize their hands before putting on a new set of gloves. For the host station – if a customer pays with cash, the host must change their gloves, and remember they wash and sanitize their hands before putting on a new set of gloves. If the guest pays with a credit card this transaction is considered contactless and gloves don't have to be changed. But gloves do need to be changed often; employees should not wear the same gloves for entire shift! Even if they stay at the same station most of their shift, they need to change their gloves often.

Social Distancing

Use the stickers we are sending to you on the floor in front of the host station to remind guests of social distancing requirements. Please do your absolute best to social distance employees in your stores. We know space is limited but again do your best!

Stay safe! Be well!

- *Bekah Marsteller*

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SEPTEMBER BIRTHDAYS - HAPPY BIRTHDAY!

Kyle D. Kreczmer- IN111	9-1	Elisabeth J. Franklin- GA110	9-15
Marion R. Haynes- NC115	9-1	Dashawn A. McGowan- IL165	9-15
Nicole R. Montalvo- FL226	9-1	John A. Erazo- FL180	9-15
Catera C. Pryor- MS112	9-1	Tracey D. Baker- NC140	9-16
Shakeem T. Dobson- FL226	9-2	Kimberly G. Corea-Ibarra- FL276	9-16
Jadia M. Robinson- IL135	9-2	Jaleishka E. Velazquez Cordero- FL192	9-18
Chloe D. Shaver- FL181	9-2	Annabelle J. Zerby- OH175	9-18
Sabah E. Kouefati Saroukhan- FL111	9-3	Virginia L. Kolarik- MI115	9-20
Kenneth A. Grupp- GA128	9-3	John L. Bridges- MI117	9-20
McNair Gregory- FL154	9-4	Kelea A. Branum- NC115	9-20
Kathryn M. Bolen- MI115	9-4	Susana Chea- FL182	9-21
Emma L. Velez- FL185	9-4	Adam Crist- Home Office	9-21
Elisabete S. Andrade- FL177	9-5	Tirrell O. Forbes- NC140	9-22
Karla A. Cardenas- IN111	9-5	Mikayla R. Cadwell- FL150	9-23
Katrina S. Smith- FL197	9-5	Alex B. Bundy- MI115	9-23
Scott Singer- OH163	9-6	Jennifer L. Williams- OH130	9-24
Taraine M. Rankins- IL135	9-6	Mariana Alvarez- FL149	9-24
Michaela A. Wagner- MI120	9-6	Donald L. Combs- OH163	9-24
Yessamin Hernandez- IN128	9-6	Caisha Knight- SC114	9-24
Emily L. Bundy- MI115	9-7	Daliyah M. Whetzel- OH124	9-24
Michelle K. Brown- Florida Mall Cinnabon	9-8	Jared E. Agee- FL175	9-25
Jakeriaundra A. Jones- FL192	9-8	Stefan D. Basdeo- Florida Mall Cinnabon	9-25
Yalanda D. Gloster- FL221	9-9	Alyssa E. Oman- IN107	9-26
Kody W. Reaume- MI117	9-9	Madisyn A. Jones- IN112	9-26
Ahmani K. Benjamin- GA110	9-10	Samantha D. Rice- MA139	9-26
Hannah J. Sexton- KY117	9-10	Jack V. Owens- FL166	9-27
Stacey L. Griffin- NC131	9-11	Skylar J. Joseph- OH130	9-27
Darien J. Sanks- FL175	9-11	Alex M. Smith- FL159	9-27
Marti A. Scruggs- IN109	9-11	Kasie Machingo- Home Office	9-28
Tia M. Rodgers- MI115	9-12	Shannon K. Hinkle- FL132	9-28
Jordan T. Barber- OH130	9-12	Jenae I. Gonzalez- MI116	9-28
Keith S. Ramkisson- Florida Mall Cinnabon	9-12	Alexa J. Millan Rodenas- FL276	9-28
Presiliana Huitron- IL136	9-13	Michelle J. Greenwood- FL226	9-29
Markis E. Moon- GA116	9-13	Joseph K. Medairos- MA139	9-29
Dennis P. Martin- FL221	9-15	Triniti K. Lee- OH111	9-29
Jessica R. Butler Lore- FL182	9-15	Madison A. Carman- IN114	9-29
Kaela A. Ream- OH190	9-15		

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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SEPTEMBER WORK ANNIVERSARIES

THANK YOU ALL!!

Virginia A. Beard-GA110	12 Years	Michael J. Durisin-OH111	1 Year
Nicholas K. Bruner-FL149	10 Years	Angela D. Hernandez-FL187	1 Year
Camelia V. Rivera-GA110	6 Years	Luis E. Rivera-Soto-FL132	1 Year
Esmeralda L. Ramos-FL231	4 Years	Jorge L. Lema-FL187	1 Year
Brittnee S. Hinneburg-MI120	4 Years	Eleanor S. Hatipoglu-FL166	1 Year
Destinie M. Lavender-FL260	3 Years	Olivia N. Gutierrez-OH183	1 Year
Kathryn M. Bolen-MI115	3 Years	Paula K. Kearns-NH105	1 Year
Tia M. Rodgers-MI115	3 Years	Alyssa G. Villegas-FL154	1 Year
Aileen S. Silvera-FL175	3 Years	Emily L. Bundy-MI115	1 Year
Evan D. Shew-IL165	3 Years	Thomasha J. Adams-MS112	1 Year
Erika N. Smithey-IL165	3 Years	Wendy L. Alvarado-FL276	1 Year
Ayleen De la cruz-FL276	2 Years	Chandra D. Jackson-IN107	1 Year
Kyla D. Jones-GA116	2 Years	Cordia J. Miller-IN107	1 Year
Joshua A. Cuendet-FL132	2 Years	Lathesia S. Thomas-NC115	1 Year
Elexus O. Oliver-NC114	2 Years	Jordan M. Christman-GA130	1 Year
Whitney R. Lane-FL177	2 Years	Nathan K. Malone-IN107	1 Year
Nicole R. Montalvo-FL226	2 Years	Rodrea Y. Brown-FL158	1 Year
Brenden H. Peacock-SC114	2 Years	Dana N. Maher-FL260	1 Year
Brenden I. Miller-MI116	2 Years	Donte K. Reynolds-GA116	1 Year
Judith M. Geul-FL132	2 Years	Daniel c. Fann-NC114	1 Year
Markinto Marc-FL144	2 Years	Darin G. Vreven-MI120	1 Year
Shay M. Cobb-OH183	2 Years	Sean P. Reilly-NC114	1 Year
Nadia E. Smith-GA116	2 Years	Samira R. Washington-SC123	1 Year
Andrea P. Velazquez Zeno-FL154	2 Years	Patricia A. Malowney-Woodland Jamba	1 Year
Tabitha L. Wittrock-IL163	2 Years	Wilmer V. Lagos-FL187	1 Year
Julianna M. Villani-Home Office	2 Years	Jaykeb D. Stout-IN107	1 Year
Ayanna A. Bryson-GA128	1 Year	Donna R. Shue-NC114	1 Year
Shonita R. Baker-NC140	1 Year	Jewrita R. Sampson-IL135	1 Year
Tracey D. Baker-NC140	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!