

THE DOUGH PRESS

December 2022 | Volume 3, Issue 36

Happy Holidays Team Chestnut!



*Tis the
Season*



**THANK YOU ALL FOR
THE INCREDIBLE JOB
YOU DO EVERYDAY!**

THE DOUGH PRESS

A LETTER FROM CHRIS SAMMARTINO

Hello Team Chestnut!

I hope you and your families had an amazing Thanksgiving! As a company we have so much to be thankful for! We continue to rebound strongly from COVID and all the things we couldn't control over the last few years. We have continued to work together as a team; each month we have worked hard to be more efficient, improve operations, increase sales, and continue to staff our stores with people that want to work and care about what they are doing. Staffing hasn't been easy, but we continue to try new things and incentivize people to make the job more attractive and establish the consistency we are all looking for.

Ed and I are very thankful for all our employees on all levels for your continued loyalty, hard work and dedication to us, your jobs, and your specific locations. Black Friday is now behind us, and I am so proud to see all of our planning and strategies work to make this a successful day and weekend to open the Holiday Season! Now we take that momentum and move onto December – the busiest month of the year! It is crucial that we continue to schedule properly, having the right amount of people during the busy hours and days. It is up to you to know when that is in your store, as every store is different. We all know the weekends are our bread and butter and we need to have all POS systems open and staffed accordingly to handle the traffic. It is imperative that we always have full roundups, and we have fresh hot product and a great selection of all products.

Make sure you have your aces in their places. Shift differential pay is in full effect for all locations on every weekend, and call-in bonus is there if you need it. Communication is key especially when it's so busy! We don't know if you do not communicate with us that you need help or have a question that needs answered. That is what your Corporate Team is here for. We are here to continue to support you, help make things better for you, and your stores, which is beneficial for all of us.

I've enjoyed speaking to most of you over the last few months after our weekly operations meetings and, I have appreciated the kind and sincere emails from you regarding different topics recently. I am confident as we start the month all of you will give it everything you have to make December one of our biggest and best months ever!!! Continue to stay focused and create energy and excitement in your stores. That is what makes a difference and creates a fun environment.

On behalf of Ed, myself, and all of our Corporate Team in Ohio, I want to thank you for an amazing year so far. We look forward to a bigger and better year in 2023!! On behalf of all of us, and our families, we want to wish you Merry Christmas, Happy Holidays, and a happy and healthy New Year.

Make it Happen

Chris Sammartino

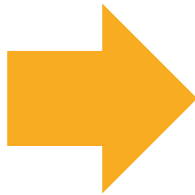
Chief Operating Officer

THE DOUGH PRESS



FL230

Carmen Brenes



HOME OFFICE STORE VISITS



**Chris Sammartino,
Leo Henry,
Justin Vallia**

MIAMI, FLORIDA



TEAM DINNER



FL154

Maria Sole Hernandez



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DECEMBER EMPLOYEE SPOTLIGHT

MEET FERNANDO SUAREZ SHIFT LEADER FL154



Fernando Suarez joined the CLC family in August 2001 – 21 years ago! He was Store Manager of our Dadeland Mall location until retirement in April 2017. He knew he could not fully retire from his CLC family, and has since been a part-time Shift Leader for us. Fernando is the definition of a leader, of hard work, passion, and positivity. His love for the brand and the people that work for CLC is second to none. We are grateful that Fernando is a part of our family and we can't thank him enough for all he does for CLC.

Written by:
Bekah Marsteller
Director of Human Resources

Fernando is one of the most knowledgeable, passionate and committed people I have met in all my time with Chestnut Land. He leads by example and has helped mentor many of the great employees we have. I am very grateful to be able to count on him for assistance and the company has had one of their greatest assets in him.

Written by:
Guillermo Noriega
Regional Manager

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FERNANDO SUAREZ

1. What is on your Christmas wish list?

To remain healthy and continue to have faith.

2. What is your favorite board game?

Monopoly

3. What do you enjoy most about your job?

Working with people and helping them achieve their goals and desires.

4. Which famous person in history would you want to spend the day with and why?

Jesus, because he has been so influential and revealing in my life and the life of other people for generations and continues to do so today.

5. Do you have any holiday traditions you are looking forward to?

Getting together with my 9 brothers and my sister and adorning my Christmas tree.

6. Favorite Auntie Anne's menu item?

Almond with caramel dip.

7. In 1 word, describe your ability to wrap gifts.

Excellent!

8. What advice would you give to someone just beginning a career with Chestnut Land?

To have a positive outlook as the company offers great opportunities to grow from within. Set goals for yourself career wise.

9. What's on your bucket list for next year?

To go back to traveling to different places.

10. What motivates you to work hard?

Love, commitment and passion. The most important is love because it will lead you to the other two, which at the end will help you succeed. Isn't the desire to successfully accomplish whatever you do?

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Congratulations

To Frank Perrotta (Home Office) and his wife Dominique on the birth of their beautiful baby girl Serena!



**BORN 11/12/22
5LB 15OZ**



Congratulations

To Matthew Marison at NH105 on the birth of his adorable son Harlow!

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AUNTIE ANNE-VENT

A fun, digital-led campaign throughout the month of December that will primarily be communicated on our Auntie Anne's Instagram, email, and in the app. In true advent calendar fashion, every day of the month unlocks a new surprise for our fans. Most of the surprises are swag and brand partner giveaways as well as deals on gift cards and our DIY kits sold through Harry & David to promote additional ways to enjoy the brand. There are a few days in yellow on the attached calendar where you'll see 1-day loyalty offers that can be redeemed in-store or online.

The objective with the campaign is to keep Auntie Anne's top of mind during the holidays, celebrate this season of giving with ways to win awesome prizes for our fans, and to engage our followers on social, keeping Auntie Anne's a big part of the conversation. Cheers to December and finishing the year STRONG!

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Yellow= Redeemable in-store Everything else will engage our followers & build brand relevance through social				12/1 Loyalty: BOGO Pretzel Products (excludes protein Snack Packs, & Buckets)	12/2 Auntie Anne's Swag Giveaway	12/3 Free Delivery (Brand Funded)
12/4 Branded giveaway with Zoya	12/5 20% off DIY Kits through Harry & David website	12/6 Loyalty: Buy a Salted Caramel Chocolate Frost, Get a Free Pretzel	12/7 Buy an AA Gift Card, Get a Free Pretzel in January	12/8 Auntie Anne's Swag Giveaway	12/9 Branded giveaway with Razor	12/10 Loyalty: 2x points on delivery orders
12/11 \$5 Bounceback with a Gameday Snack Pack purchase	12/12 AA Soccer Jersey Giveaway	12/13 Cinnabon: \$5 reward card for purchasing a \$25 gift card	12/14 Loyalty: \$25 off a catering order of \$100+	12/15 20% off DIY Kits through Harry & David website	12/16 Free Delivery (Brand Funded)	12/17 Comment on IG to win Auntie Anne's Swag
12/18 Loyalty: \$3 Off the Gameday Snack Pack	12/19 20% off DIY Kits through Harry & David website	12/20 Branded giveaway with Funko	12/21 Auntie Anne's Swag Giveaway	12/22 Buy an AA Gift Card, Get a Free Pretzel in January	12/23 Free Delivery (Brand Funded)	12/24 Loyalty: \$3 Off a Bucket

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CONGRATULATIONS TO THE Q3 OSAT WINNERS!



Congratulations to the 5 stores who scored a gold pin in Q3!

To win, the stores below met the following criteria for the quarter:

- Had at least 30 post-meal surveys for the entire quarter
- Had a minimum average OSAT of 70%
- Had zero escalated alerts

FL111	76.27
II131	74.00
MI115	72.97
MI143	72.50
FL144	70.27

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WORKING ON WELLNESS MANAGING SELF CARE

WOW



Self-care can help you manage stress, lower your risk of illness, and increase your energy. Even small acts of self-care in your daily life can have a big impact.

IDENTIFY WHAT NEEDS ATTENTION

One of the first steps is to identify where in your life you need attention. Self-care looks different for everyone, and it may take trial and error to discover what works best for you. Looking at your whole self can help with this. Ask yourself, "Do I need more sleep, exercise, or interaction with others? Do I need more quiet time that doesn't isolate me, but allows me to relax and focus on things that matter?"

CHECK FOR BAD HABITS

Refrain from relying on bad habits that are not healthy ways to engage in self-care. Practicing unhealthy habits are a way to avoid your struggles instead of dealing with them. Are you drinking one too many glasses of wine? Perhaps you are watching too much TV or staying online to avoid your stress. If these things are happening, then it's time to listen to your internal voice, and reach out for help if necessary.

CHECK IN WITH YOUR FRIENDS

The same applies if you see someone else struggling with their emotions or daily life. Look for signs, even in nonverbal communication. Remember to ask the obvious questions as well as the not-so-obvious such as, "How are you doing? What has life been like for you lately? Are you getting enough time in your week to do you?"

If you learn to pay attention to signs of distress in others you will likely pay close attention to your own signs. If you would tell someone to go seek help for an overwhelming situation, be sure you can take that same advice. We can't share with others a resource that we lack ourselves. Talk about your concerns with a medical provider, who can refer you to a mental health specialist if needed.

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DECEMBER ACTIVITY

self
care

31 Day Self-Care Challenge

- | | |
|--|---|
| <input type="checkbox"/> Make a list of things you're grateful for | <input type="checkbox"/> Message 3 of your friends to say hi |
| <input type="checkbox"/> Restart an old hobby | <input type="checkbox"/> Clean something for 20 minutes |
| <input type="checkbox"/> Make a music playlist | <input type="checkbox"/> Do a quick workout |
| <input type="checkbox"/> Eat your favorite dinner | <input type="checkbox"/> Mail a letter to a family member or friend |
| <input type="checkbox"/> Take a walk outside in nature | <input type="checkbox"/> Watch your favorite movie |
| <input type="checkbox"/> Go an hour without any technology | <input type="checkbox"/> Deep clean your living space |
| <input type="checkbox"/> Make a list of your future plans | <input type="checkbox"/> Eat your favorite dessert |
| <input type="checkbox"/> Binge watch your favorite TV show | <input type="checkbox"/> Clean out your junk drawer |
| <input type="checkbox"/> Try out a new recipe | <input type="checkbox"/> Look at some old photos |
| <input type="checkbox"/> Dress up in your favorite outfit | <input type="checkbox"/> Stop procrastinating on something |
| <input type="checkbox"/> Go a whole day without social media | <input type="checkbox"/> Plan a vacation |
| <input type="checkbox"/> Listen to your favorite podcast | <input type="checkbox"/> Try doing some yoga |
| <input type="checkbox"/> Write down all your thoughts on a blank sheet | <input type="checkbox"/> Read a favorite childhood book |
| <input type="checkbox"/> Pick up a new skill or hobby | <input type="checkbox"/> Create a vision board |
| <input type="checkbox"/> Remove all unwanted apps and push notifications from your phone | <input type="checkbox"/> Have a spa night |
| | <input type="checkbox"/> Choose your favorite challenges and do them again! |

For the next month, do one self-care activity from above or something else that makes you happy each day.

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EMPLOYEE REFERRAL PROGRAM

EMPLOYEES WHO EARNED CASH FOR EMPLOYEE REFERRALS

NOVEMBER 29TH, 2022

9 MONTHS - \$400

Carlos Herrera FL143 for referring Calef Mercado FL143

Jennifer Hadley IN128 for referring Jackie Hadley JR IN128

6 MONTHS - \$300

Madonna Torres FL111 for referring Lorna Collins FL111

Rebecca Young MI141 for referring Deondre Abrams MI141

3 MONTHS - \$200

Jazmine Vallejo FL159 for referring Pedro Martinez FL159

Irwin Gonzalez FL231 for referring Orel Fernandez FL231

Vickie Bennett IN111 for referring Nadiyah Holifield IN111

Kiara Monroy FL144 for referring Johan Monroy FL144



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DTIQ AUDIT STREAKS
3 CONSECUTIVE 100% SCORES

WOW!

FL177-11

FL276- 5

OH175- 5

TN126- 4

FL159- 3

FL226- 3



CONGRATULATIONS TO THESE 6 STORES!

Keep up the great work! Let's see more stores on this list next month!

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TOP 5 ONLINE STORES FOR NOVEMBER

GRUBHUB

DOORDASH

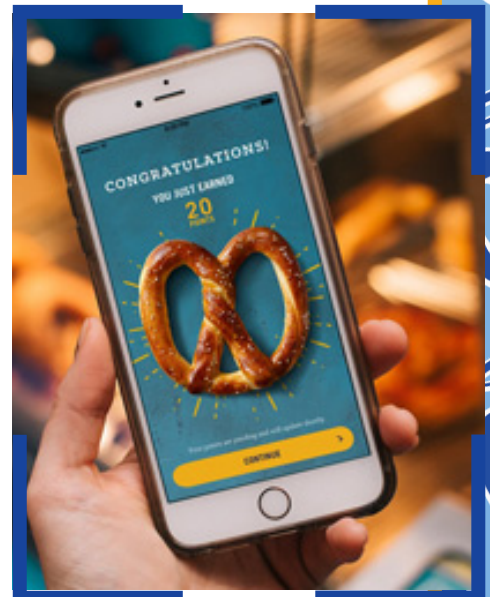
#1 OH147

#2 IN107

#3 GA106

#4 FL166

#5 MI123



Uber Eats

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DECEMBER WORK ANNIVERSARIES



Dina McAlister - KY117	6 Years
Lindsey Oleniuch - SC123	6 Years
Maria Sole Hernandez - FL154	6 Years
Emily Marion - MI123	5 Years
Skylar Joseph - OH130	5 Years
Carmen Brenes - FL230	3 Years
Christopher Kirklin - Briarwood Cinnabon	2 Years
Andrew Gemmell - OH124	2 Years
Nickola Lawton - GA116	2 Years
Irwin Gonzalez Perez - FL231	1 Year
Matthew Abbasi - GA110	1 Year
Jada Wilson - GA116	1 Year
Catherine Zollers - FL168	1 Year
Keegan Knox - GA130	1 Year
Billie Sowards - WV106	1 Year
Jaqueline Ortiz Martinez - FL144	1 Year
Malaysia Aramour - IN107	1 Year

AMAZING JOB!



**CONGRATULATIONS TO ALL OF YOU ON YOUR WORK
ANNIVERSARY!**

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DECEMBER BIRTHDAYS



Sarah Buchanan - MI137	12/1	Ariel Nunez - FL230	12/18
Raul Marrero - FL159	12/2	Keyana Johnson - FL150	12/18
Melanie Smith - MI23	12/3	Natalie Fussell - GA128	12/19
Deanna Westbrook - MI115	12/3	Yalixa Vasquez - FL166	12/19
Scout Brown - FL168	12/3	Johnisha Dawson - FL150	12/19
Zechariah Hodge - IN128	12/4	Jacob Tarman - FL162	12/19
Shawna Hartzog - PA254	12/5	Ty Feller - NH105	12/20
Alexandria Willis - GA166	12/5	Ioseph Rodriguez - FL201	12/20
Angel Dearth - OH163	12/5	TAMARA POWELL - GA106	12/20
Leinad Torres - FL192	12/6	Marcellus Robinson - NC102	12/21
Jamie Sherwin - MI122	12/6	Timmy Stocks - KY117	12/21
Jacoby Miller - MS112	12/6	Elaine Britton - OH189	12/21
Luis Mendez - NH106	12/6	Keyana Montgomery - GA128	12/22
Michael Smith - GA166	12/7	Lanay Mayle - IN109	12/23
Jaqueline Ortiz Martinez - FL144	12/8	Brennon Baker - GA110	12/23
Jessica Wiechec - NH106	12/8	Tommie Williams - GA166	12/23
Marcel Howard - FL144	12/8	Cynthia Rivera - FL149	12/24
Quintavious Issac - FL177	12/11	Ronica Eskew - IL169	12/26
Barbara Sharp - FL158	12/11	Orlando Chatman - MI122	12/26
John Matheny - IL163	12/11	Kendra Kimble - GA139	12/26
Cameron Millsap - GA110	12/12	Kathryn Kania - OH147	12/26
Starr McGill - OH111	12/12	Audrey Salvador - FL192	12/26
Kristi Singer - WV106	12/12	Matthew Walts - IL165	12/27
Daniel Honig - FL197	12/12	Melissa Sanders - IL169	12/27
William Wainwright - NC140	12/12	Madonna Torres-Santiago - FL111	12/27
David Castelan - FL175	12/14	Christina Noufer - Home Office	12/27
Geneva Willis - MI145	12/15	Patricia Whitten - NH105	12/27
Michael Pezzetti - MI141	12/15	Wantaunshae Bristow - GA139	12/28
Diana Rodgers - IN128	12/15	Justice King - IL131	12/28
Morgan Lemaster - WV106	12/15	Logan Holder - MI141	12/29
Valentina Mora Valderrama - FL230	12/16	Lexani Vazquez - FL260	12/29
Jazmine Bonilla - FL171	12/16	Scott Valentine - Home Office	12/29
Alejandro Nunez - FL230	12/16	Glisser Lewis - Cortes - FL150	12/29
Christina Mohr - Woodland Jamba	12/16	Rebecca Hanlon - OH190	12/30
Courtney Smith - NC140	12/17	Duanyelle Jones - FL171	12/30
Jose Handerson - Florida Mall Cinnabon	12/17	Christopher Barrett - NC102	12/30
Barbara Stevenson - MI135	12/17	Antiasha Smith - TN126	12/30
Amanda Kelly - OH190	12/18	Andrew Moody - Home Office	12/30
Jason Martinez - NC115	12/18	Ezavier Johnson - FL158	12/31
Julian Torres - FL159	12/18		

HAPPY BIRTHDAY TO ALL OF YOU!
ENJOY YOUR SPECIAL DAY!