

THE DOUGH PRESS

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Pictured Left to Right: Guillermo Noriega, Joe Safarek, Crescent Chapman, Julie Younglove-Webb (CBO - Auntie Anne's), Jennifer Tarver, Chris Sammartino, Tanner Avnet, Bekah Marstellar, Justin Vallia, Frank Perrotta, Scott Valentine

FRANCHISEE OF THE YEAR!

MESSAGE FROM CHRIS SAMMARTINO

I am very EXCITED and so HAPPY to announce that we were selected again back-to-back (3rd time overall) as Franchisee of the Year - Large Group!!!! We received the award previously in 2013, 2021, and now 2023. The award is given out every other year so in the last 6 opportunities, we have won it three times. No one small or large has received this award 3 times and no one has received it back-to-back!!! I feel like we just won the Super Bowl which is what this award represents. All your hard work, dedication, loyalty, excitement, enthusiasm, focus, and doing the right thing when no one is looking has gotten us to this point.

That's how you achieve this award and that status and that's why we were recognized again as the best of the best!!! I can't thank you enough this was the cherry on top for a record-breaking year and so well deserved in all areas. On behalf of Ed and I we can't thank you enough and we will display this award proudly at the Home Office for everyone to see. This represents all departments and people in Youngstown, Ohio, and all our 100 locations in all 14 states represented by all our Regional Managers, Area Managers, Managers, Assistant Managers, Shift Leaders, and Crew Members. Please see picture attached of our group after we received the award.

A heartfelt thank you and congratulations for all you do we are so appreciative and look forward to another big year in 2024!

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CHESTNUT LAND COMPANY

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GO TO FOODS GLOBAL CONFERENCE



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STAFF DINNERS



FL144



FL260



FL135



FL122



FL223



NC131



FL231



FL154



**MI117
MI143**

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MARCH EMPLOYEE SPOTLIGHT

meet DOUG COKER STORE MANAGER FL134



Doug Coker started with Rise Pies, our sister brand, in Tampa International Mall, August 2021, as Store Manager. He did a great job there and retained a great staff. In October 2023, Doug transferred over to Chestnut Land Company as the Store Manager of Citrus Park Mall. When an opportunity presented itself at FL134 Countryside Mall, our newest acquired location, Doug was happy to transfer over there and put his leadership skills to work. He has been there since January. Doug is a no-fuss manager. Follows the brands standards and company procedures and expects his team to do the same. He has integrity in all he does, is fair, and is a strong leader for his staff. We appreciate all he gives to our company and look forward to his success at Countryside Mall.

Written by Bekah Marsteller
Director of Human Resources

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MARCH EMPLOYEE SPOTLIGHT

meet DOUG COKER STORE MANAGER FL134

1. Hi Doug, can you please share a little bit about yourself?

Hello, my name is Doug, and when I am not working, I like to have fun outdoors, like going to the beach or pool, love going to live concerts, which I have already purchased a lot for this year! I also enjoy any live sporting events, especially when the Chiefs come near Florida.

2. Can you share how your recent transition from Rise Pies to Auntie Anne's has gone?

My most recent transition for SM at Rise Pies to Auntie Anne's was a smooth, and fun one. I was a little skeptical at first because I had always run big restaurants, but the transition from that to Rise Pies was very successful, so why not give Pretzels a try because I wanted to stay with Chestnut Land, and man, its been a great transition! Don't knock something until you try it!

3. Describe your perfect day off of work.

My perfect day off of work varies, sometimes it's just a day of relaxing and resting up, others, it's running errands and catching up. Anytime I can catch some rays by the beach is always perfect!

4. What is the weirdest job you have ever had?

Weirdest job I ever had??? Tough one, I consider any job I have ever had to be a blessing, but there's has been some crazy things that I've had to do in my life. Maybe having to do Instacart when Covid hit us. That definitely was an awkward time to have to do any job.

5. Share with us a quirky or unusual habit you have while working.

Probably the quirkiest thing I do is whistle when I'm working, it makes me feel old, because my dad use to do it when I was young and I thought it was an old thing. Age is just a number, right?!

6. If you could swap lives with any historical figure for a day, who would it be and why?

I would definitely switch lives with Eddie Vedder, not that he's an historical figure yet, but the guy is a musical genius who I have followed all my life and he has made a big impact on me. Anyone who doesn't know who that is, can google him, I guess that would make him historical lol!

7. Favorite Auntie Anne's pretzel/dip combo?

Sweet Almond with caramel sauce

8. What do you enjoy the most about living in Florida?

The white sandy beaches, and clear blue water, the vibe of being in the Caribbean without traveling. The weather is amazing here!

9. Rumor has it you are a Kansas City Chiefs fan, congratulations on the Super Bowl win! But more importantly, what are your thoughts on Taylor Swift and Travis Kelce?

Tay Tay and Trav, I mean how could anyone not like this couple?! Also it's been one of the biggest marketing schemes for the NFL ever! Whatever it takes, let's 3 peat. Go Chiefs

10. What advice do you like to offer a new employee that begins to work for you?

My advice to any new employee is that you are coming to work for one of the greatest companies that I have ever worked for! They truly take care of everyone, and I am beyond grateful to be able to work for such a great company. From Ed, Eddie, Chris, Leo, Tanner, Rebekah, all the ladies in payroll, Justin and Frank! And my biggest supporter since day one, the man, the myth, the legend Scott Valentine! Love all of you, and Thank you!

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BASKETBALL BUCKETS NATIONAL CONTEST!



The name of the game is to sell more buckets so you can win amazing prizes. Use this poster to set and track your goals for the Nothing but Buckets 2024 Crew Contest as a part of the Basketball Buckets campaign.

WHAT'S THE PLAY?

There's a new crew contest starting soon as a part of the 2024 Basketball Buckets campaign, and here's how it works. Sell more Pretzel Buckets. Win amazing prizes.

Auntie Anne's will award one store per region (5 total winners) the title of Most Valuable Store (MVS) for the highest percentage increase in Pretzel Bucket units sold (all buckets, including Basketball Buckets) from 3/11/24 – 4/8/24 compared to the prior year (3/6/23 – 4/3/23).

In addition, the one store with the highest Pretzel Bucket sales as a percentage of total sales (all buckets, including Basketball Buckets) from 3/11/24 – 4/8/24 will be crowned the System Bucket Champ.

To be eligible for either title, your store must meet or a Guest Experience Score (measured by OSAT) of 58 throughout the campaign/contest (3/11 – 4/8/24).

WHEN IS IT HAPPENING?

March 11 – April 8, 2024

LET'S TALK PRIZES

Every crew member from the winning stores will receive branded, wireless earbuds!

\$\$ BONUS PRIZE OPPORTUNITY FOR MANAGERS ONLY! \$\$

The Manager from each of the winning Most Valuable Stores and the System Bucket Champ store will be entered into a random drawing to win a \$500 VISA gift card!



GET THINGS STARTED

Talk about the program

Review the contest details before the start date and remind crew members a few times per week to keep them engaged and excited. We're talking awesome prizes, people!

Set your goals

Prior to the start, pull your Pretzel Bucket units sold by week from 2023 (3/6/23 – 4/3/23) and your pretzel bucket sales as a percentage of total sales from 2023.

Use this data to set your units sold and % of total sales goals for the 2024 contest. Remember, your Guest Experience Score (measured by OSAT) goal should be at least a 58 to ensure you meet all qualifications to win.

Contact your FBC for help with reporting and goal-setting.

Track your progress

Fill out the Nothing but Buckets contest poster provided in your Basketball Buckets kit with your contest goals.

Post the contest tracking poster provided in the backroom of your store.

After each week, fill in your actuals to track your progress and determine whether you're meeting your goals.

Prizes will be awarded in May

Chestnut Land will also award a prize to any of our store winners that win the AA contest!!!

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**MARCH
FEATURED LOCATION**

COUNTRYSIDE MALL



STORE:

Auntie Anne's FL134

Store Manager: Doug Coker

COUNTRYSIDE MALL:

Experience the epitome of shopping and entertainment at Countryside Mall, nestled in the vibrant city of Clearwater, Florida. Boasting over 150 retailers, including renowned fashion brands, unique boutiques, and specialty stores, Countryside Mall offers a diverse shopping experience tailored to every taste and style. Indulge your palate with a wide array of dining options ranging from casual eateries to upscale restaurants. Beyond shopping and dining, Countryside Mall provides a host of family-friendly amenities, including a state-of-the-art cinema and exciting entertainment options for all ages. With its inviting atmosphere and extensive offerings, Countryside Mall stands as a premier destination for locals and visitors alike, promising unforgettable moments and endless shopping adventures in the heart of Clearwater.

CLEARWATER, FLORIDA FUN FACT:

Clearwater, Florida, is home to the spring training facilities of the Philadelphia Phillies, a Major League Baseball team. The Phillies conduct their spring training at Spectrum Field in Clearwater. This facility also serves as the home stadium for the Phillies' minor league affiliate, the Clearwater Threshers, during the regular season.

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TOP online STORES

FEBRUARY

TOP 10

1	OH147	6	MI123
2	FL260	7	MI117
3	OH111	8	FL175
4	FL143	9	FL132
5	FL196	10	OH163



GRUBHUB®

Uber Eats



DOORDASH

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DTIQ AUDIT STREAKS

3 consecutive 100% SCORES

**you are
Amazing!**

24

GA130

10

FL159

6

FL226

6

FL231

5

FL276

5

MI123

4

FL177

3

FL149

3

FL230

9 STORES
THIS MONTH!

THE DOUGH PRESS

WORKING ON WELLNESS

EMBRACE THE REFRESHING BENEFITS OF SPRING CLEANING

As the days grow longer and the warmth of spring beckons, it's the perfect time to embark on a tradition that goes beyond mere dusting and decluttering – spring cleaning. Beyond just tidying up our physical spaces, spring cleaning offers a multitude of benefits for both our homes and our well-being. Let's explore some of the refreshing benefits of spring cleaning and why it's more than just a seasonal chore.

- 1. Mental Clarity and Focus:** A cluttered environment can lead to a cluttered mind. By tidying up and organizing our physical spaces, we create an environment that promotes mental clarity and focus. As we sort through our belongings and create order, we free up mental energy that can be redirected towards more productive pursuits. This can help reduce feelings of overwhelm and increase our ability to concentrate on the tasks at hand.
- 2. Reduced Stress and Anxiety:** There's something therapeutic about clearing out the old and making way for the new. Spring cleaning provides an opportunity to let go of the clutter and chaos that may have accumulated over the winter months, leading to a sense of relief and lightness. As we create a more organized and harmonious living environment, we can experience a corresponding reduction in stress and anxiety levels.
- 3. Improved Indoor Air Quality:** Over the winter, our homes can become stale and stuffy due to decreased ventilation and the buildup of dust, pet dander, and other allergens. Spring cleaning involves thorough dusting, vacuuming, and airing out our living spaces, which can significantly improve indoor air quality. Breathing in cleaner air can have a positive impact on respiratory health and overall well-being, helping us feel more energized and revitalized.
- 4. Enhanced Productivity and Creativity:** A clutter-free environment can inspire greater productivity and creativity. When our physical spaces are organized and streamlined, we're better able to focus on the tasks at hand and tap into our creative potential. Spring cleaning clears away distractions and creates a conducive environment for brainstorming, problem-solving, and innovation.
- 5. Sense of Accomplishment and Pride:** Completing a thorough spring cleaning can instill a sense of accomplishment and pride in our homes. There's satisfaction in seeing our living spaces transformed from cluttered and chaotic to clean and orderly. Taking pride in our surroundings can boost our self-esteem and enhance our overall sense of well-being.
- 6. Renewed Energy and Vitality:** As we bid farewell to the dreariness of winter and welcome the freshness of spring, engaging in a thorough cleaning of our homes can symbolize a fresh start and renewal. The physical activity involved in spring cleaning can also boost our energy levels and invigorate our bodies. By clearing out the old and making space for the new, we can embrace the season with renewed vitality and enthusiasm.

Spring cleaning is more than just a seasonal chore – it's an opportunity to refresh our homes and rejuvenate our minds and bodies. From promoting mental clarity and reducing stress to improving indoor air quality and enhancing productivity, the benefits of spring cleaning are numerous and far-reaching. So, as you roll up your sleeves and embark on your spring cleaning journey, embrace the opportunity for renewal and transformation. Your home – and your well-being – will thank you for it.

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WORKING ON WELLNESS

BEING YOUR OWN ADVOCATE

The U.S. healthcare system is incredibly complex, and navigating care for yourself or your loved ones can be confusing, expensive, and exhausting. Understanding your health care benefits and how to advocate for yourself and your family is essential because it can minimize confusion and cost. Consider these important aspects of healthcare advocacy:

Make preventative care a priority

Know your family history

Understand your benefits & health plan

Choose an in-network provider

Make quality sleep a priority: 7-10 hours a night

Research best place for services (quality & cost)

One of the central decisions for quality care is choosing a provider that best meets your needs. There are several ways to find a provider that will partner with you on achieving health and well-being, but always check to ensure they are in-network to reduce out-of-pocket expenses. Here are some additional ways to find a provider.

- Obtain referrals from another physician, dentist, friend, family, or neighbor.
- Go to your insurance company's online member portal for a list of in-network providers and their reviews. You will usually find this under Find a Doctor/Provider or Find Care and Compare Costs.
- Use a rating service for additional information & insight. For example, you can use the following:

1. Yelp
2. Google
3. WebMD
4. Healthgrades
5. Health system

Check with the provider office directly and see how your call is handled. Knowing your family history and sharing that with your provider helps determine what preventative care you should have; your family history, genetics, and previous medical care are all part of this record. Make sure to keep this information in hard copy and in an app to keep the information readily available. Here is the information you need to collect and share:

Know the health information for parents, grandparents, siblings

Keep a record of family history of chronic diseases – diabetes, high blood pressure, cholesterol, stroke, headaches, arthritis, cancer, heart disease, auto-immune conditions

Record immediate relatives, age at & cause of death

Know the history of depression, anxiety & mental illness

Health care advocacy means asking questions about any medications, tests, or diagnosis until you thoroughly understand the reasoning and importance of the care. If you are uncertain or uncomfortable, contact your health plan about getting a second opinion. You should take full responsibility for getting any testing, therapy, or blood work that you have discussed with your provider and be sure to fully understand the results and next steps and follow through. The complexity of the healthcare system also means that it is easy for things to fall through the cracks. Taking these extra steps to prepare and follow up will result in better quality care.

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MARCH BIRTHDAYS

HAPPY BIRTHDAY!

Jerry Rivers - NC114	3/1	▼	Kaylynne Williams - FL171	3/13
Felecia Perry - FL166	3/1	▼	Candace Foxworth - FL222	3/14
Tatyana Gibbs - OH163	3/2	▼	Addison Archambault - OH147	3/14
Guillermo Noriega - Reg	3/2	▼	Christian Rowe - MI116	3/14
Jalece McKinney - GA139	3/2	▼	Christopher Navarro - FL260	3/16
Rachel Hill - FL196	3/2	▼	Felicity Alamos - FL182	3/16
Teranika Lawson - MS112	3/2	▼	Helen Maradiaga Cabrera - GA130	3/16
Edward Shoun - MI141	3/2	▼	Angela Koz - IL165	3/17
Sharon Caballero - FL260	3/3	▼	Joseph Blankenship - MI116	3/18
Quintan Bane - Florida Mall Cinnabon	3/3	▼	James Vaughn - WV106	3/19
Taylor Harrod - FL226	3/3	▼	Fernando Da Silva Polanco - FL111	3/20
Brynn Borah - IL169	3/3	▼	Cayden Gordon - GA110	3/20
Kejuan Medders - FL230	3/4	▼	Jacob Day - WV106	3/21
Brittany Chapman - MI120	3/4	▼	Michael Hendrix - MI143	3/22
Lisa Rodriguez - NH108	3/4	▼	Deanna Mitchell - GA166	3/22
Jilliany Caceres - FL150	3/5	▼	Heather Swift - IN114	3/22
Yessica Machado Flores - FL187	3/6	▼	Kyra Akers - MI123	3/22
Allan Maclean - NC131	3/6	▼	Logan Hall - FL222	3/26
Nashca Ceus - FL168	3/6	▼	Christopher Thomas - FL260	3/27
Nadia Dennis - FL135	3/6	▼	Christopher-Anton Bajao - FL185	3/27
Gillian Pluskota - FL182	3/7	▼	Hannah Gallagher - MI117	3/27
Jaquan Nelson - FL175	3/8	▼	Morgan Bolger - KY117	3/28
Marcus Acker - TN126	3/8	▼	Alexander Tomas Cifuentes - MI137	3/28
Allison Lawson - PA254	3/9	▼	Lesley Castro - FL175	3/28
Austin Sherman - OH175	3/10	▼	Briana Cosacchi - SC123	3/29
Jennifer Weaver - MI123	3/10	▼	Taliyah Strong - FL135	3/29
Keron Oneal - OH189	3/10	▼	Jennifer Johnson - FL171	3/30
Jessica True - FL111	3/11	▼	Cindy Martinez Eulogio - IN111	3/31
Kayleb Roberts - FL134	3/11	▼	Yamari Hinds - IN107	3/31
Rhonda Stone - FL222	3/12	▼	Anaijahlysse Gonzalez Alvarez - FL149	3/31
Olivia Rogers - FL144	3/12	▼	Dyana Pickard - FL276	3/31
Angel Jaime Figueroa - FL121	3/13	▼		

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MARCH WORK ANNIVERSARIES

HAPPY ANNIVERSARY!

Justin Vallia - Home Office	9 Years	▼	Cody Bodwin - FL197	2 Years
Jonathan Schlanger - FL162	8 Years	▼	Fanny Vargas Sanchez - FL231	2 Years
Scott Valentine - Home Office	8 Years	▼	Kimberly Espinoza - FL144	1 Year
Allison Lawson - PA254	6 Years	▼	Jeffrey Judd - OH208	1 Year
James Vaughn - WV106	6 Years	▼	Rachel Stewart - OH183	1 Year
Marcellus Robinson - NC102	6 Years	▼	Wiselaine Guay - FL121	1 Year
Christina Noufer - Home Office	6 Years	▼	Liliana Leanos - IL136	1 Year
Jessica True - FL111	4 Years	▼	Erica Conner - IN114	1 Year
Amanda Kelly - OH190	3 Years	▼	Jacob Swaim - MI135	1 Year
Alexander Swedock - FL276	3 Years	▼	Jill Hendrick - Woodland Jamba	1 Year
Alianna Espinosa Blanco - FL154	2 Years	▼	Karlie Padilla - FL223	1 Year
Stevie Grimm - OH183	2 Years	▼	Tai Jackson - MI137	1 Year
Jacob Day - WV106	2 Years	▼	Mohamed El Messari - Prem Outlets Cinnabon	1 Year
Paeden Willoughby - FL159	2 Years	▼	Anthony Mesa - FL159	1 Year
Gina DiFrancesco - Home Office	2 Years	▼	Audrey Slone - OH175	1 Year
Michael Brancati - FL197	2 Years	▼	Samantha Miskevich - NC115	1 Year
Gabriella Greenfield - FL226	2 Years	▼	Alexander Laroche - FL276	1 Year
Dominic Mayer Douglas - OH147	2 Years	▼	Kalie McDermitt - FL143	1 Year
Nayeli Hernandez Reyes - FL144	2 Years	▼	Ashley Lilly - GA106	1 Year
Ryan Cannon - NH105	2 Years	▼		