NEWS FOR CREWS

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April **2021**

B&G Taco Report

Springtime is here and with it we will be moving towards the reopening of all store lobbies to customers for both take out and dine in service! It has been over a year since we were forced to close our lobbies due to the pandemic. Most restaurants should get their lobbies open for mid-April, if possible; some may not open until late April, depending on the area your store is located.

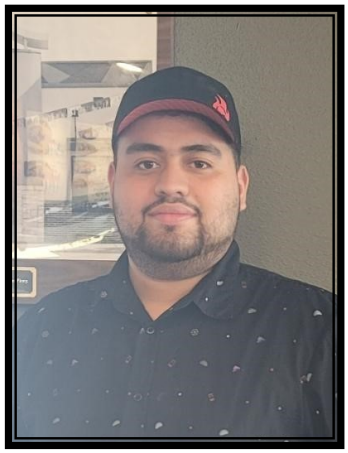
We will continue all COVID safety measures such as masks, gloves, and plastic shield protectors at drive thru windows and front counters for the foreseeable future. It is vitally important that everyone doubles down on food safety procedures and hand washing/glove procedures. The best thing that you can do to protect yourself and your customers is to properly wash and sanitize your hands frequently.

As we welcome dine-in customers back inside of the lobbies, it is very important to keep up the great momentum of speed that we have built through the drive thru as well as ensuring delivery orders are executed properly as delivery continues to see strong growth.

We again thank each and every one of you for all that you have done in the past year to serve your communities through the pandemic; please continue to follow all Taco Bell COVID standards for everyone's safety.

Greg Hamer Sr.

Profile of a Champion



Our Champion this month, Francisco Valenzuela, has been with B&G since March of 2018, and is RGM of Store 31265 - Lockwood, Houston.

Over the past several years, Francisco has established himself as a very respected leader in the Area. He continuously and tirelessly answers the call when his peers need help all while consistently exceeding the expectations in his own restaurant. He has been instrumental in assisting his Area Coach and contributing to the overall success of the entire Area. During the recent winter storm that hit the Region, Francisco stepped up and went above and beyond. His own store was down with no power and had been broken into by vandals. In addition to dealing with his own set of circumstances, Francisco took the lead and reached out to all his peers in the Area. He gathered orders for product needed for all the stores made several trips to the McLane Distribution center to do will call pickup orders, and then distributed the product to those stores that needed it. Francisco always brings high energy and a positive attitude to work and he is an inspiration to all that know him.

Francisco, thank you for all you do! We appreciate YOU!

Opening Dining Rooms for customers,
Reminders from the General Liability/Loss Prevention Perspective

B&G will be opening our restaurant dining rooms soon, and we will have to get back into the routine of addressing any problems that we see. This is a list of "look-fors" and reminders before the time comes.

Routines:

- Masks, Gloves, social distancing, and Handwashing will still be required.
- Hats (and hairnets when required) put on before you go in the back of the house.
- No drinking or eating behind the counter.

Prevent Accidents:

- The "No Mopping" Policy is in place
- Address all maintenance issues in Customer Service Areas
  - Dining Room
  - Restrooms
  - Replace Old Floor Mats
  - Parking Lots
  - Sidewalks
  - Drink Stations
  - Wet Ceiling Tiles
  - Condiment Stands Must be in Good Working Order

Reporting Customer Slip Trip and Falls:

Incident Report Form: This form needs to be filled out for all incidents involving the customer or property. This must be done immediately, with all copies sent to the attention of the Area Coach and Serenna Garrett.

- Get as much detail as possible of the incident or property damages.
- Notify the police if needed.
- Take pictures of the areas if possible, take notes of fallout area.
- Above all be professional, courteous, and show concern for the customer.

If you have any questions on what items need to be addressed, please refer to your LP Specialist last report and call them if you have any further questions.

HR/GL/LP

Reinstating Profit Share Multipliers and Qualifiers

B&G will be re-opening the dining rooms soon and with that, we will also be reinstating the Profit Share portion that was affected when the dining rooms closed. Bringing these items back will give you an opportunity to increase your profit share. I have highlighted the areas that will be brought back. With the making of qualifiers and multipliers, there will be an additional average amount of $400.00 bonus added, depending on your bonus potential.

% 5 Bells 25% weight
Must achieve </= 8% Dissatisfied to receive 100% payout.
78% overall and 78% after 5 will payout 150% for the category.
Must receive a minimum of 20 surveys per period to qualify.
Gaming notices will disqualify VOC portion of the bonus for the period.

SWS 30% weight
</= 3:45 OTD and </= 3:45 counter time = 100%
</= 4:15 OTD after 5 = 150%
> 4:30 OTD will disqualify ENTIRE bonus

Please start focusing on these areas, so you can maximize your Profit Share.

Human Resources

April Birthdays

30498 MORGAN CITY- TREASURE BOURGEOIS, SHELBY JONES **24768 LAPLACE-** WENDY SHAVERS **2952 ALEXANDRIA MALL-** SAMAYAH HARRIS, DENISHA ROME **2619 NATCHITOCHES-** KRISTIE HICKS, DEVONTRE FRANCISCO, JOSEPHINE DINGER **3532 PINEVILLE-** TYREE WILLIAMS **4727 THIBODAUX-** MORGAN HALL, SHAMMAD ROBERTSON, MAKEL DELATTE **26003 MARKSVILLE-** JOHN SMALL, BREEANNA HEGGER, BLAKE MITCHELL, DAWINE ROY **28509 PICAYUNE, MS-** THEODORE ALBERT, SHADELL BRUMFIELD, RANDY CARSON JR, JORDYN HALL **15758 CUT OFF-** LESLIE GUILL **16865 BASTROP-** KRISTENE WILLIAMS **17183 MCARTHUR DR, ALEXANDRIA-** WORDAREON TOLBERT-ACKWARD, LATOYA HARDISON, JADE NORRIS, NATHANIAL WELCH, TYREKA JOHNSON **2079 NEW IBERIA-** AHMAD VALLIAN **17611 BOUTTE-** JAZIYAH SANDOLPH **22772 BROUSSARD-** CHRISTIAN PHAM, KEYONA MALVEAUX **2999 RUTH ST, SULPHUR-** JOHN LEBLANC, CYNTHIA GLOVER **3700 EUNICE-** CHRISTOPHER MONDAY **16313 CROWLEY-** MAKAYLA TOUCHET, JAYKUB STAKES **16951 NELSON RD, LAKE CHARLES-** SANNIEYA FRANK, PATRICK HAFER **16966 CITIES SERVICE, SULPHUR-** IVAN FREDRICK **18210 GERSTNER, LAKE CHARLES-** TARUS GAMBLE, JAMIEUN BROUSSARD **26656 CHALMETTE-** ALAIYAH CLAY, CIERA NUNNERY, NOEL THOMAS **2875 GAUSE, SLIDELL-** CHEYANNE OLIVER **16664 BOGALUSA-** DESHUNTI ROBINSON, TASHEENA WILLIAMS, CHARLEENA FRANKLIN **24526 LEESVILLE-** HALEY BUCKNER **26276 COLUMBIA, MS-** CHERRY HIBLEY **24294 WIGGINS, MS-** CARLSON GARLAND **26637 BREAUX BRIDGE-** DIAMOND BATISTE **26773 GENTILLY-** ROBERT BROWN, CLAUDE VEAL, KAYLA BELFIELD, JAMAL BROWN, BRUCE DALIET, DONIKA JACKSON **27665 CLAIBORNE-** TALIA BRISKEN **29737 YOUNGSVILLE-** HUNTER NARCISSE, ALASHIA LEWIS **29777 MATHEWS-** DERICA SMALLS **30182 DERIDDER-** ANTHONY ARMSTRONG **30183 LEESVILLE-** ALANNA HARRIS **34830 RAYNE-** LEDARIOUS DABNEY **31654 PERKINS RD, BATON ROUGE-** RICHARD CUTNO, KESHONTI DELLIHUE, GERMIA GRAY, DAJUAN WAXTER, ANDRIA ROBINSON **31655 SIEGEN LANE, BATON ROUGE-** RIANTE BLAKE **31656 O'NEAL LANE, BATON ROUGE-** RICO WYATT **35186 HWY 28, PINEVILLE-** NOAH MONK, SCOTT MCCONNELL **32399 LUCEDALE, MS-** JAYLAN CARTER **34246 MEREAUX-** JAMYA JOHNSON **36221 JUBAN RD, DENHAM SPRINGS-** MAKYLA RICKS, SHELBY SLINKER, JACELYNN AVARA, NOAH CARTER **33498 UNO-** JERALD ANDERSON **20511 GRAY-** JOURNEE MORGEL **24689 ST CHARLES, HOUMA-** SUMMER BURSON, DENISE WILLIAMS **36324 OCEAN SPRINGS, MS-** OTIS HOLLINGSWORTH **36269 NEW ROADS-** JERMARCUS ROBERTS **36471 PLAQUEMINE-** ZAKARIUS OSBORNE **37689 STERLINGTON RD, MONROE-** SHAVARYAH HEARVEY, AMARI JONES **37690 CYPRESS ST, WEST MONROE-** JASMINE JOHNSON, AUGUSTA KWENTOH, ASHLEY CASTRO **37692 MLK DR, MONROE-** TERRANCE GREEN **37693 FARMERVILLE HWY, RUSTON-** NIKETRA CAREY **20070 FUQUA-** INES MARTINEZ **26764 ANGLETON-** MARCELA RAMIREZ, NICK VESELY, ERICK ORDONEZRAMIREZ **2886 GALVESTON-** YAHIR GARCIA **15585 FRIENDSWOOD-** JOHN MARSHALL, CYNTHIA HERNANDEZ, JOHN-DANIEL RAYN **19549 LAPORTE-** KELTON WRIGHT, JOSHUA RODRIGUEZ, MARCO TREVINO **27109 EL DORADO-** PATRICK CONROY **27787 CHANNELVIEW-** IZAYA LIZCANO, LUCERO AYALA **27788 SPRING-** MARIA CASAREZ **27789 FM 1960, HUMBLE-** MARIA ROSAS, JAYLA LAMFORD **27792 WESTHEIMER RD-** ANTHONY BOYD **27795 SPENCER-** GILBERTO VENCES, HOLLIE CHAVEZ, KEVIN BALDWIN, FAITH BOLE **27799 COLLEGE PARK-** MARIANA RODRIGUEZ **27801 WALLISVILLE-** EMELY CRUZ, YESENIA ALDAVA, DENISE RODRIGUEZ, ARACELI NAVARRETE, RAUL VASQUEZ **27802 BARKER CYPRESS-** ABRAHAM SEPULVEDA, MARC SANCHEZ **27803 SAM HOUSTON, HUMBLE-** NINI GONZALEZ **27804 MAGNOLIA-** JAVIER GARRATY **27805 SPRING CYPRESS-** LUCIA BECERRIL, KAREN VALLADARES **27806 FRY, KATY-** DESMAND ROSENTHAL II, LAURIE DARBY, YELENA VAZQUEZ **27807 TAYLOR ST-** JOSEPHINE GARCIA, LINDA SUMLER-SPENCER, POSADA ALBERTO **27808 FM 1960, ELDRIDGE-** EMILY ORDUNO, LORENA ESCOBAR **28399 UNIV OF HOUSTON-** JAQWESHA WILLIAMS **29352 ATASCOCITA-** JOSE VELA **29687 MISSOURI CITY-** OSASU OSAGIE, SABUR ABUDU **30652 JASPER-** JAMES BRITTIAN, MACY HYDEN **31264 CUTTEN-** DANIELA PEREZ, ADRIANA ALDAY, BRYAN RODRIGUEZ **31263 TELFAIR-** BIANCA HERNANDEZ, CHANDRA TERRELL **31796 LAMARQUE-** ELEAZAR MUNOZ **32599 FRY/WEST-** MARGARITA CORONADO **32967 CHAMPION FOREST-** OSCAR FLORES, MARIA PEREZ **32962 MORTON RANCH-** MARKALIOUS PRINCE **33495 WESTLAKE-** YOVANA CARMONA, MARIA MARTINEZDESILGUERO, ERIC MCCARTER **34015 CULLEN & REED-** IVAN HERNANDEZ **34701 HWY 96, LEAGUE CITY-** SANTOS CALEL-PELICO, MIRIAM SONTAY PELICO, HILDA GONZALEZ **36395 HEMPSTEAD-** MORGAN ROBERTS, SAVANNAH SARGENT **36440 UVALDE-** LUZ HIDALGO, JACOB MERCADO **36758 DANVILLE-** ISABELA RODRIGUEZ, MADISON WARD **36759 SWEETWATER-** JACE COLLETT **36760 EASTLAND-** JAMIE PECK, ASHLEY PUEBLA, MATTHEW MAIN, JOSEPH RONQUILLO **36761 PINE-** SARAH RABEL, TRISHA RUSSELL **36762 BROWNWOOD-** DENISE JONES, ALVIN ATKINSON **36763 SOUTH 1ST-** ALEXIS NORMAN, SHARON LYNN, ETHAN ONEAL, DEEDEE PENNS **36764 SOUTH 14TH-** WESTON MEANS, MICHAEL SANCHEZ **32600 CONGRESS, LAFAYETTE-** DANIEL BEARB **32601 JOHNSTON, LAFAYETTE-** DIAMOND SENEGAL, TYA PAPILLION **32602 SCOTT-** NATANIA WILSON, MARKAJIA BEN **32604 PINHOOK, LAFAYETTE-** JANEESA PERRO, BRIAN KENNEDY, BENGIE HAYES **32605 AMBASSADOR CAFFERY, LAFAYETTE-** TERRANCE FRANCIS **32608 CARENCRO-** ARIANA GOODIE, BRAYLON ANDERSON, NATASIA AUBREY **34621 HAMMOND AIR, BATON ROUGE-** SHARANDA BETZ **34622 GREENWELL, BATON ROUGE-** DANA BROADWAY **34623 25TH AVE, GULFPORT-** TYTIUNNA JEFFERSON, HAROLD LEWALLEN **34624 GEORGE O'NEAL, BATON ROUGE-** ANGELE BUTLER **34625 N AIRLINE, GONZALES-** JAMAL COX **34626 HWY 30, GONZALES-** **34627 D'IBERVILLE-** ANNA PATRICELLI, JERMAINE GLISPY **34628 ORANGE GROVE, GULFPORT-** CARMEN STEARNS, RICHARD HODGE, BRIANNA CALLAHAN **34629 WAVELAND-** TONY PONTIFF, DERRICK WILLIAMS, GABRIEL MCPHERSON, MYA HARTLEY **34630 PASS RD, BILOXI-** YASHICA COOPER **34631 ZACHARY-** INDIA VESSEL, AALIYAH CORNISH, JOHNIE WINDING **34632 COLLEGE DR, BATON ROUGE-** SYMERRIA DENT, TYESHA THOMAS **34634 WALKER-** TAYLOR HUDSON, TYE HENDRICKS, TREASURE MITCHELL, CHARLES KUEHN **34635 PRARIEVILLE-** IRIA ORIAKHI **34636 SHERWOOD, BATON ROUGE-** DARNELL WILLIAMS **34637 WATSON, DENHAM SPRINGS-** EMMA BROCK **34639 COWAN RD, GULFPORT-** KEIJON JOHNSON, ALDAVIUS WALKER **34640 CEDAR LAKE, BILOXI-** DANNA THOMAS, JENNIFER CRONLEY **34641 CENTRAL, BATON ROUGE-** LAMARCUS GILMORE **34642 MOSS POINT-** NAKIA WARD, DEBORAH MOFFETT **34643 DONALDSONVILLE-,** DESTINY CROCKETT, ANDREW HATHORN **34644 OCEAN SPRINGS-** NATHAN PRINE, SAMANTHA THOMPSON

AREA COACHES- BRYAN LITTLETON, AHAKIM LACY, DEANDRE MONTGOMERY, CONNER LEBLANC **MAINTENANCE-** WILLIAM N ROACH **HOME OFFICE-** JULIE ACOSTA, LESLIE WASHINGTON, CHASITY GANAWAY, CORTNY INGALLS, SERENNA GARRETT, JOHN LEMELLE, PAULA ANSLUM

Happy Birthday to You!