



NEWS FOR CREWS

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August

2022

BiG Taco Report

August brings time for back to school and the kickoff of the fall sports season. Along with this, some of our student team members will be less available to work due to school schedule and sports related activities.

Please remember the B&G referral bonus program which enables you to receive up to a \$200 bonus for referring someone to work for B&G. Please help your store with staffing by referring someone to work with you that you know would be a good fit for your team and receive bonus money! Ask your Restaurant manager for details on how to get a referral bonus.

We are having some success sourcing more team members; everyone needs to try and be as welcoming as possible to new team members, many whom this will be their first job.

This time of year also brings us to the peak of hurricane season. We all know there will be storms in our regions. Please remember to stay in contact with your managers, don't let the national news scare you, and listen to local news outlets. Once the threat of storm passes, we try our best to get back open to serve the communities we operate in.

As always, thank you to everyone for all your hard work and dedication.

Greg Hamer Sr.



Profile of a Champion

Tabatha Zenon is a team trainer at Store 32604 (Pinhook Road - Lafayette, LA). She is a team trainer by action and not just title. Tabatha is a born leader that took the role of training and leading employees even before she was given the title and responsibility. With the productivity of 2 (sometimes 3) people, she is a ball of energy always diving into work with true commitment.

Tabatha trains every employee to Taco Bell standards ensuring that they are given the tools and knowledge needed to be successful. She does not take her job lightly and is always willing to help in times of need for the restaurant. Throughout the pandemic she worked many doubles when the store was short on employees. Tabatha is a beacon of strength and that strength is unmatched. Even when she has personal struggles, she always shows up to support and do whatever is needed in the restaurant. She loves hanging out with her grandkids and teenage daughter.

You are the true example of a Super Woman, Tabatha Zenon.

Thanks, Tabatha, for being a Champion! We appreciate YOU!



REMINDER TO EMPLOYEES PLANNING TO SWITCH OR CLOSE THEIR BANKING ACCOUNTS:

Before changing your direct deposit accounts remember that you must notify your RGM that your direct deposit will be changing and provide a new signed direct deposit form to payroll. If this is not done your payroll check will be returned by the bank and you will be assessed a return check fee. Payroll will need to wait for the check to be returned, once the new deposit information is updated a paper check will be issued and mailed to the employee's home store.

We understand that everyone works hard for their paycheck, payroll works diligently to make sure that no one's pay is delayed.

Human Resources

The Art of Keeping CALM:

The Art of Keeping Calm, is what brings our Hungry Principles to life. It focuses on making Taco Bell a Welcoming and Inclusive Place for everyone.

This includes our Teams, our Customers, and anyone who walks through our doors or our Drive Thru.

- C

CHECK ASSUMPTIONS

We all make assumptions based on our experiences. At times, these assumptions help us make quick decisions. But sometimes these assumptions get in the way of us being understanding.
- A

ACT APPROPRIATELY

Making sure your words, tone, and body language display good behavior.
- L











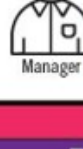
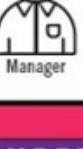



LISTEN

Actively listening allow us to process what another person is telling us so we can understand and make decisions.
- M

MOVE FORWARD

Finally, after checking our assumptions, displaying good behavior, and actively listening, we’re ready to move forward. The M in CALM can help us move forward, which can look different depending on the situation.

The Spice Matrix was designed to help you move forward in various situations.

SPICE MATRIX How to handle customer conflicts		CONFLICT TYPES				
		FOOD Speed, accuracy	NON-FOOD Cleanliness, maintenance, service-related	MONEY Incorrect change, refunds, fraud	DISRUPTION Loud, obnoxious, drunk or under the influence	ZERO TOLERANCE Physical violence, illegal activity, harm to self or others, damage to property
CUSTOMER SPICE LEVEL	MILD IRRITATED Showing or feeling slightly annoyed	 Team Member GO-TO PHRASE + REMAKE	 Team Member GO-TO PHRASE + FIX THE PROBLEM	 Manager GO-TO PHRASE + FIX THE PROBLEM	 Manager GO-TO PHRASE	 Manager GO-TO PHRASE + Call Police
	MEDIUM FRUSTRATED Expressing unhappiness about a situation	 Team Member GO-TO PHRASE + MAKE-UP CARD	 Team Member GO-TO PHRASE + FIX THE PROBLEM	 Manager GO-TO PHRASE + FIX THE PROBLEM	 Manager GO-TO PHRASE	 Manager GO-TO PHRASE + Call Police
	HOT IRATE Expressing anger by yelling, making threats, or use of profanity or words of hate	 Manager GO-TO PHRASE + REMAKE + MAKE-UP CARD	 Manager GO-TO PHRASE + FIX THE PROBLEM	 Manager GO-TO PHRASE + FIX THE PROBLEM	 Manager GO-TO PHRASE	 Manager GO-TO PHRASE + Call Police
GO-TO PHRASES EXAMPLES		TEAM MEMBER		MANAGER		
		FOOD I understand your order was wrong. I'd like to help by remaking your order.		DISRUPTION "I understand you came in to enjoy Taco Bell, but unfortunately you are disturbing other customers. You are welcome to stay if you can (state behavior). Otherwise, I'm going to have to ask you to leave."		
		OTHER I understand you're frustrated. I'd like to help by getting my manager.		ZERO TOLERANCE "You need to leave or I'm going to have to call the police."		

August Birthdays

30498 MORGAN CITY- LAVETTE HOWARD, DANNY ROBINSON JR, LAQUITA ROSS, LUIS CARDONA 21553
 GRAND CAILLOU, HOUMA- ZARQUETTE JOHNSON 24768 LAPLACE- CHRISTOPHEE OVERTON,
 LAWRENCE CHANEY, JARMEL BECKETT 2952 ALEXANDRIA MALL- JAMAYA LOTTS, JAMES ROBINSON III,
 TEMEKIA PARKER, NEAKEEMA HOLLINGSWORTH 2619 NATCHITOCHE- PARIS WASHINGTON, ANTONIO
 HUDSON, WHITNEY JOHNSON, JAMAR BENJAMIN, JURNEE ROBERSON, BRIANNA PIER 3532 PINEVILLE- PAULINE SMITH, DAYTON ALLINSON, TIERRA FAIR, LEXI
 DAVILLE 26732 WEST MAIN, HOUMA- AALIYA WILLIAMS, AMAIYEH SPENCER, DEJAH PITTS 4727 THIBODAU- JAMAL WILLIAMS, TERRANCE CASTLE 26003
 MARKSVILLE- DONAVON DEVILLE, CHRISTIAN MCCANN, MAYA MINIX, BRITNEY BROWN 28509 PICAYUNE, MS- KYRSTIN TAPLEY, JASMINE KNIGHT, DARREN
 LACHNEY, CHLOE SMITH, ROBERT REVILLE 15758 CUT OFF- ETHYN COLLINS, ANNIE GARCIA 16865 BASTROP- ANGELA OWENS 2079 NEW IBERIA- EMILE
 HEBERT, CHANNING GLASCO 17489 BAYOU VISTA- ANDREW FOLSE 17611 BOUTTE- TERENCE MITCHELL, KJON SMITH, OLIVIA BALONEY 2999 RUTH ST,
 SULPHUR- JACOBY MCZEAL 3165 PRIEN LAKE, LAKE CHARLES- DESZANI POWELL, BEVERLY JEROME, ASHLEIGH ANDERSON, SHAVAR N STEVENS 3601
 JENNINGS- BARRY COLE, RILEY AGUILLARD, CHASSIDY MILLER, RESHANNA JONES 3700 EUNICE- JAMES WADE 16951 NELSON RD, LAKE CHARLES- RIANNA
 THIERRY, NEKHIA GRAY, MARIAH SENEGAL 16966 CITIES SERVICE, SULPHUR- SAHMIRYA MEAUX, CHRISTOPHER JOURDAN, KAYLA DEMARY 26656 CHALMETTE-
 KEISHA THOMPSON 2875 GAUSE, SLIDELL- HORACE B MURRAY, ISAIAH SCHULTZ 24526 LEESVILLE- ROSHOD WALLACE, ASHLIE BREAUD, JEREMY MIDKIFF,
 CHELSEY SCROGGINS, KRISTI WILLIAMS, CHYAN BENARD 23902 ABBEVILLE- TERINA L WILLIS 26637 BREAU- CHRISTIANA SAVOY 26773 GENTILLY-
 DERRICK DORSEY, PLEASURE THOMAS, VERNON GAINES 26772 OLD SPANISH TRAIL, SLIDELL- EZKIEL WINGS, SHAWNESHIA ARCENEUX 26916 BURBANK,
 BATON ROUGE- JESSICA MURILLO, MELVIN EVANS, RICARDEAU BRUTUSRIGAUD 27675 MOSS BLUFF, LAKE CHARLES- DIAMONTE LAFANETTE, TAYIA LANDRY
 27665 CLAIBORNE- THEODORE BOYD, GERALD CARTER 29737 YOUNGSSVILLE- DAWN LEVINE, TWANZA ROBERTSON, JOSHUA COBB 30182 DERIDDER-
 TSHONDRIA MCDONALD, KAITLYN FRAPP, ROY CARROLL 30183 LEESVILLE- KEITH MCKINNEY JR 31713 FRANKLINTON- JERRY BURTON 31648 BLUEBONNET,
 BATON ROUGE- BRANDON SMITH 31654 PERKINS RD, BATON ROUGE- FAITH THOMAS, JACOBETH THOMAS, BREANNA GUICE 31655 SIEGEN LANE, BATON ROUGE
 - ARIANNA KELLER, JAWAYNE UPKINS, JTERRICA BRYANT 31656 O'NEAL LANE, BATON ROUGE- LASUNDRA PORCH 31657 BAKER- SIERRA STEPTER 32399
 LUCEDALE, MS- JELNA COLEMAN, KELSEY HINTON 36221 JUBAN RD, DENHAM SPRINGS- JOSHUA PIZZOLATO, RICKY MURRY 33498 UNO- CHELSEA PHILLIPS,
 BRIANA FRANCISCO, DANIELLE SMITH 34156 ST ROSE- SHARON KING-DAVIS, KOSH COBBINS, 24689 ST CHARLES, HOUMA- JOZELLA LITTLE 36324 OCEAN
 SPRINGS, MS- ELIZABETH SMITH, LANIYA MCDANIEL, MISTY LADNIER 36269 NEW ROADS- TINA DUNNING 36471 PLAQUEMINE- MARVIN JACK, SHANIQWA WATTS,
 MIKHAL JOHNSON, LORI RIMMER, EDOUARD PARKER 37688 THOMAS RD, WEST MONROE- TYLESHA OUTLEY, ADRIANA TAYLOR, EMMETT MINOR 37689
 STERLINGTON RD, MONROE- RODRIQUE CAGE, KWANDRA LONG, BRANDON BURKS, MCGEE MCGEE, RANYA MCDANIEL, JATARIA BRAGGS 37690 CYPRESS ST,
 WEST MONROE- LADANA TURNER, JOYRIANNA TILLMAN 37692 MLK DR, MONROE- KINDRA YOUNG, JASMINE NEWSOME, PORSHA VANDIVER 37693
 FARMERVILLE HWY, RUSTON- ZEDRICK JONES 20070 FUQUA- ZACHERY GROCHOSKE, SABRINA VASQUEZ 2434 SCARSDALE- EULALIA BERNAL 26764
 ANGLETON- FAITH COSME 2870 DICKINSON- MARIA GARCIA, JUAN MONTES, AMBERLY CONNER 2886 GALVESTON- NATALY CARDENAS, MELANY DOMINGUEZ,
 MAMIE JACKSON, JOSUE ZAMBRANO 19549 LAPORTE- JESUS GARCIA, CLAUDIA LOPEZ, BRANDON LUCKEY 19740 LEAGUE CITY- CELESTE RAMIREZ, HENRY
 GONZALEZ, BARTOLO GARCIA 27539 PEARLAND- MANUEL ARDON 27109 EL DORADO- CHEYENNE THOMPSON 27786 BELFORT ST- JEREMIAH KWANNA, ANDREA
 RENTERIA, LADASHA FINCHER, CORNELIUS CLARK, ZAIRA CRUZ AVILA, JOSE CANIZALES 27787 CHANNELVIEW- AMANDA CORTES, JIMMY GUZMAN, KEVIN
 VILLATORO, BILLY TWINER 27788 SPRING- JACKELINE REYES, PATRICIA MONTOYA 27789 FM 1960, HUMBLE- MISAEL GALO 27792 WESTHEIMER RD- TIARA
 JACKSON 27793 SUGARLAND- MOHAMED OSMAN 27794 WAYSIDE DR- ROY HUERTA, NORMA ALVAREZ, JADE RIGGS, JOSE RODRIGUEZ 27795 SPENCER-
 JASMINE PEREZ, ASHLYN CARTER 27796 SOUTHMORE- AISHA BLEDSAW 27797 WEST ROAD- IRMA GARCIA 27798 PANTHER CREEK- DESTINY MCGUIRE, ADA
 NUNEZ 27799 COLLEGE PARK- NATHANIEL CLARK, KEVIN JUNGBLUTH 27800 MARKET, KATY- MARK DUKE, DEVIN HOWARD, NICOLE KISER, SHAMEKA TADEMY
 27801 WALLISVILLE- JUAN GALLO, AARON RUNNELS, LAUREN LUNA 27802 BARKER CYPRESS- ALEXIA AUGILLARD 27803 SAM HOUSTON, HUMBLE- JOANA
 ESCOBAR 27804 MAGNOLIA- SIERRA LINO 27805 SPRING CYPRESS- JOSEPH MALBROUGH 27806 FRY, KATY- JAMES TAYLOR, DERRICKA WATSON, QUIERRA
 HARRIS, OLUWAPELUMI SHOGBESAN 27807 TAYLOR ST- CHAUNTYE NELSON, NAQUANN COLLINS, JOANN MELTON 27808 FM 1960, ELDRIDGE- HERLIS
 MENJIVAR, MARIA CLEMENTE, LUIS MARTINEZ, RUTH RODRIGUEZ 27809 SIX PINES DR- BRYAN BRIDGES, ALEXANDER PIWONKA 28399 UNIV OF HOUSTON-
 KIMBERLY JONES, DARRYL MARCANO, PRIMITIVO JIMENEZ 29352 ATTASCOCITA- JENNIFER GONZALEZ, CHRISTOPHER MAXWELL, DONTTEE MCCRAY 29687
 MISSOURI CITY- CHRISTOPHER CUTHRELL, YAZMIN RIZO, JOSHUA SMITH 30623 FULSHEAR- MUHAMMED NDIAYE, KIMBERLY VERA 30652 JASPER- JOHNATHAN
 BEATTY, JONITA FOWLER, JOSHUA PARK 31264 CUTTEN- YARELIS SEDAPACHECO, ANGEL CANTERO, EILEEN GOMEZ, GILBERTO RODAS 31265 LOCKWOOD-
 BLANCA VALENZUELA, JARROD WINDOM 31263 TELFAIR- LESLIE GOMEZ, LAURA ROCHA-MENDOZA 32599 FRY/WEST- JULIE SOLIMAN, TYRELL PROPHET 32967
 CHAMPION FOREST- JAH MAGETT 32962 MORTON RANCH- ALAYSIA USSIN, VERONICA NIMENI-LALOUOTI 33495 WESTLAKE- DANIEL MARINO 34701 HWY 96,
 LEAGUE CITY- EDITH MORALES, ROSALIA CAPRIEL 36395 HEMPSTEAD- KINSHASA LIVINGSTON 36440 UVALDE- CHASSIDY MATA, FABIAN MACIAS, KENNY BUI,
 KAYLA RAMIREZ, DANIEL SMITH, DERRIAN WRIGHT 36758 DANVILLE- GAVIN DRISCOLL, MAXWELL FALADE 36760 EASTLAND- BRE RICKMAN, ROY HEATH 36761
 PINE- SARAH RODRIGUEZ, CHRISTINE DORRIES, FELICIA CASTILLO 36762 BROWNWOOD- JENNIE WILSON, RANDALL RUMFIELD, LISA RAMBO 36763 SOUTH 1ST-
 RAQUEL PERALEZ, LORENE WOLFORD 36764 SOUTH 14TH- KEISHA MCCALLON, ROBERT VILLARREAL 37725 HARPERS TRACE, CONROE- DIMARIS DIAZ ROSADO
 32600 CONGRESS, LAFAYETTE- TREKAYLIN MALBREAUX, PHALIESHIEA STERLING, CAPRE BERNARD 32601 JOHNSTON, LAFAYETTE- MARY GALLIEN, ALCIA
 GRIER, EARNEST NOEL, HASIA BOSSIER 32602 SCOTT- JOSETTE MOUTON, RANEA COMEAUX 32604 PINHOOK LAFAYETTE- GREGORY MARTIN, TABATHA
 ZENON 32605 AMBASSADOR CAFFERY, LAFAYETTE- BRENT ALEXANDER, SHANTEL GUIDRY 32606 LOUISIANA AVE, LAFAYETTE- JAMYRA ARVIE, SHALAYSHA
 BROUSSARD, TYLER BONNET 32607 KALISTE SALOOM, LAFAYETTE- KYLUN PARKER 32608 CARENCRO- JERMANI SAVOY, GABRIELLE DORION, KEYLIN VICTOR,
 CORLESHA JONES 34620 FLORIDA, DENHAM SPRINGS- ROSE BIRD, DENESHALLA BROWN, TRAVIS HAMMONS 34621 HAMMOND AIR, BATON ROUGE- CHANCE
 ROBINS, NATHANIEL HOLLAND 34623 25TH AVE, GULFPORT- JABEON BROWN, AIREYUNAH PITTMAN, KARIELL WASHINGTON 34624 GEORGE O'NEAL, BATON
 ROUGE- CANEISHA QUINONES, GREGORY EAMES, JAQUAN HUBBARD 34625 N AIRLINE, GONZALES- KISHA EMERY, LESLIE CLARK, BRYCE DAVENPORT, IAN
 RINEY, ARRIELE RICHARD 34626 HWY 30, GONZALES- ALVIA ANDRADE, DAKODA STAFFORD 34627 D'IBERVILLE- REIGHLYN POULOS, ARIANNA MCTIGUE 34628
 ORANGE GROVE, GULFPORT- ZYKERIAN GORDON, KAYLYNN WRIGHT, BRIANNA MELAH 34629 WAVELAND- DEANDREA HAYES, PRINCESS MCNEELY, MICHAEL
 GOETTZ, OLISA WILLIAMS, JEREMY BROWN, WARREN TACOMA 34630 PASS RD, BILOXI- JUSTIN COOPER, GERALD HILL 34631 ZACHARY- MAKAYLA MYLES,
 LATRICIA SMITH 34632 COLLEGE DR, BATON ROUGE- GEAROLD DELONE 34633 PASCAGOULA- BRITTANY ASHFORD, ARIEL SEMAJ 34634 WALKER- KENNY
 FAIRCHILD, JOSE MCGRAW 34635 PRARIEVILLE- JOYCE BUTLER, DIJON HARRELL, JAYLIN PITTS, OLEA CHARLES 34636 SHERWOOD, BATON ROUGE- MUNSON
 SMITH, FELICIA PETTHOMMES, NACOSHA ROBERSON 34637 WATSON, DENHAM SPRINGS- LOGAN HEBERT, NAKIYA FORD 34638 WALMART, GULFPORT-
 RONTARIUS CLARK, CHRISTORIA WILLIAMS, CHARLYN CHATMAN 34639 COWAN RD, GULFPORT- NICHOLAS CLARK 34640 CEDAR LAKE, BILOXI- DAKOTA
 HERRING 34641 CENTRAL, BATON ROUGE- TARA KELLY, CARLENA WADE 34642 MOSS POINT- HEAVEN SIPP, ANTHONY YATES 34643 DONALDSONVILLE-
 ALASIA VICTOR 34644 OCEAN SPRINGS- JADA MCCREE, STEVEN SIVEC, TABATHA ENGLISH,
 SHARNAE JACKSON ACS- JUANITA ANTOINE, IVY FIGARO MAINTENANCE- DARRELL CROZIER HOME
 OFFICE- JENNIFER BARCUME, COLE MOORE, SHANNON HAMER

Happy Birthday!