



NEWS FOR CREWS

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www.bgfood.com



November

2022

BiG Taco Report

Thanksgiving will be celebrated at the end of the month and we hope everyone takes a moment to be thankful that we live in the greatest nation on the planet. Please say a prayer for our nation on Thanksgiving day; millions of people across the world do not have the opportunities or standard of living that we are all fortunate enough to have living in the USA.

B&G continues to expand; we will open 8 new restaurants in the next 12 months, while scraping and rebuilding 6 existing units. We will also complete upgrades of more than 15 remodels.

This next year will be exciting one as we innovate our customer service experience by adding dual drive thru lanes to select restaurants and starting to venture into kiosk only lobbies where customers will only be able to order in the lobby from the kiosk. Both of these new concepts will free up team members to assist in getting the food out to customers faster, and will improve overall customer service, accuracy, and the ability to grow sales. With higher sales and more efficient operations, we will be able to offer higher wages and less work stress for our team members.

As our applicant flow continues to increase, we need to all help the new team members be aware of all our safety and security procedures, please remember the holiday season usually brings on a raise in crime.

- NEVER, never, never... I'm saying NEVER, NEVER open the back door after dark!!!
- Make sure the back door closes securely and locks; be sure the back door siren is working properly; it should be one of the most aggravating noises you ever hear when the back door is open. This is for everyone's safety.
- Leave all cash drawers open after close so anyone looking in can see there is no cash in the cash drawers.
- Never let anyone in the restaurant after the lobby is closed; not employees, Santa Claus, the Easter Bunny, or Greg Hamer Sr.
- Make sure all alarms are properly set and the camera systems are working 100%.
- Always make sure no one is ever in the restaurant alone; there is safety in numbers.

Let's make sure we keep each other safe by everyone following all safety and security procedures 100% of the time.

As always, thank you for everything that each of you do on a daily basis, you are appreciated!

Lastly, we wish all of you and your families a healthy and Happy Thanksgiving and Holiday season.

Greg Hamer Sr.



Profile of a Champion

Beverly has been with Taco Bell for about eight years. She started with the mindset of bettering herself and the company in hopes of growing together. She's a great asset to Store #16966, Cities Service in Sulphur, LA. Her passion is speed of service, especially after 5pm. She takes pride in her store's results and is always willing to go above and beyond, no matter what it takes to accomplish the goals that have been set. Beverly and her husband have been married for over 18 years and have been blessed with two sons. She has called Sulphur her home since 1991. When not working, Beverly enjoys playing Bingo and get togethers with her family that include Sunday dinners.



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

NOTES FROM LOSS PREVENTION

As we begin to enter the holiday season we need to be aware that theft and scams will be on the rise. It's our job to make sure our team is properly trained and prepared to handle scams in the event someone tries to cheat you or your restaurant. A few examples of common scams are as follows:

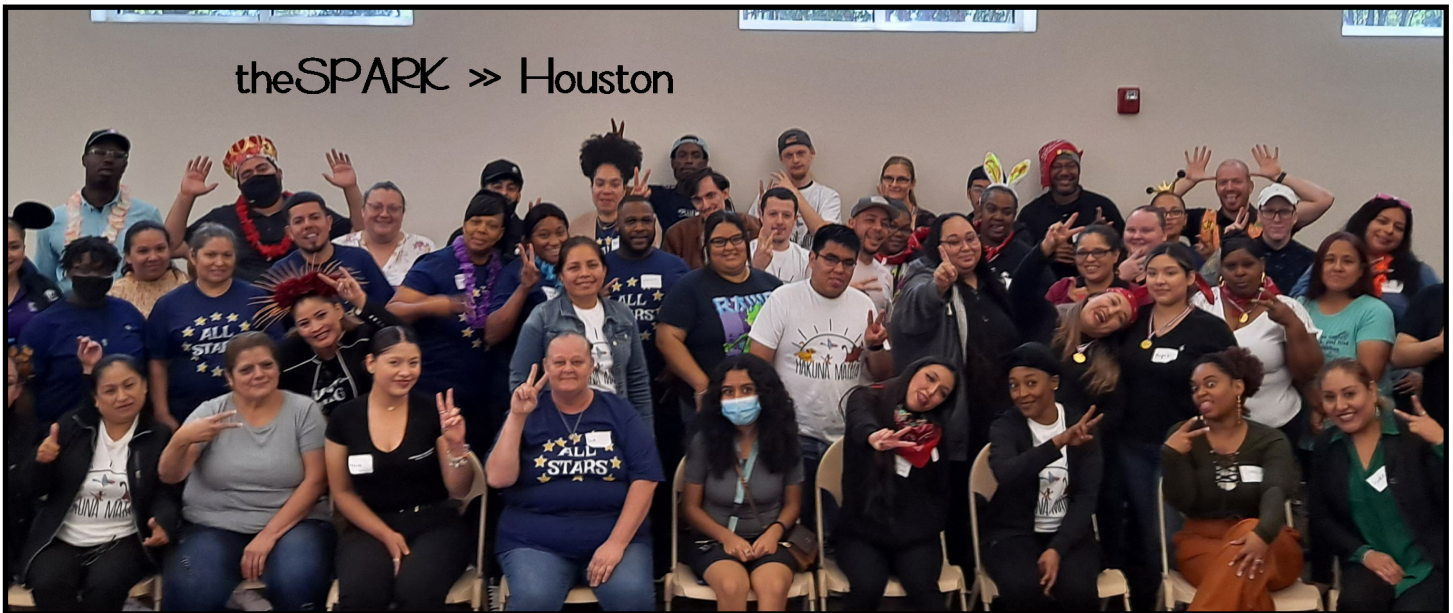
- **Counterfeit Bills** – Make sure all cashiers are trained to spot a counterfeit bill. Be on the lookout for small subtle differences such as the feel of the bill, words on the bill, running ink, etc. If you suspect a bill may be counterfeit, try and deposit it in the Smart Safe. The safe will not accept a counterfeit bill and we can simply inform the guest that the safe isn't accepting the bill and we need another form of payment. As always, immediately deposit all \$50 and \$100 bills into the safe upon acceptance.
- **Quick Change Scams** – A quick change scam normally involves a customer paying for a low-cost item with a large bill like a \$50 or \$100. The customer would then attempt to confuse the cashier by doing quick cash exchanges for different bills or just by distracting the cashiers with conversation. They will then tell you they received the incorrect change even though they didn't and attempt to scam more out of the cashier. We need to make sure the correct change is being taken out of the register then the register is closed. Do not allow anyone to exchange bills. If a customer says incorrect change was given, get the manager involved.
- **Phone Scams** – People will call the restaurant attempting to scam money. They'll frequently tell stories involving names of high-ranking members of your teams and attempt to convince you cash needs to be removed from the restaurant to pay for something (a package, a vendor, etc.) A reminder that B&G will NEVER call and tell anyone to remove any cash from the restaurant. If someone is calling asking you to do this hang up the phone and let your Area Coach know ASAP.

Historically, internal theft has gone up around the holidays as well. Please remind your team they're under constant surveillance. Theft is a crime and if someone is caught stealing, they will be terminated and then prosecuted to the full extent of the law. Theft is NOT worth it!





theSPARK » Baton Rouge



theSPARK » Houston



theSPARK » Alexandria



November Birthdays

30498 MORGAN CITY- DAMONDRICK BLACKBURN 21553 GRAND CAILLOU, HOUMA- DAJANA WILLIAMS, QUANNEISHA JACKSON, KANTERION JOHNSON 24768 LAPLACE- DANA NIX 2952 ALEXANDRIA MALL- LILLIE DUNBAR, TRASHUNA WEST, JEREMY STAFFORD, JOHN GALLOW 2619 NATCHITOCHES- KENNETH BRYANT, RIKAYLA PEARRIE 3532 PINEVILLE- MURRAY GROS, NIKKI HINES, TIFFANY LEE 26732 WEST MAIN, HOUMA- SARA BUSSEY 4727 THIBODAUX- DAMAREIUS LUTHER, AVANT BROOMFIELD, DAVIEN YOUNG 26003 MARKSVILLE- JOHN P SCALLAN 28509 PICAYUNE, MS- KARSEN ROBBINS, DIANE MCGOWAN, CHLOE MCDONALD, BRIANNA JONES 15758 CUT OFF- KATIE CREPPEL, JESSIE GAUDET 16865 BASTROP- RANDELYNN BETHEA 17183 MCARTHUR DR, ALEXANDRIA- ETHAVIUS DIXON, DAMETRIUS PARKER, ALAYSIA KIRKENDOLL 2079 NEW IBERIA- OBKAYCILUN CHARLES 17489 BAYOU VISTA- JORDYN JONES, DREVIN WILLIS 17611 BOUTTE- GUIVERCIA EMMANUEL, MANAJA WASHINGTON, JAKIRIE GREEN 22772 BROUSSARD- KINLYN WESLEY 2999 RUTH ST, SULPHUR- WENDY DAUTRIEL, KYLIE VINCENT, ANGELA MCLEISH 3165 PRIEN LAKE, LAKE CHARLES- JOSEPHINE MARTIN, CAITLIN CHAMBERLAIN SANTIAGO 3601 JENNINGS- DARRELL DUHON 3700 EUNICE- REGINA MOORE, NAHZARA TERRY 16313 CROWLEY- HALEIGH LEJEUNE, PIERRE PEYRES 16951 NELSON RD, LAKE CHARLES- RACHEL TRAHAN, CAMERON DESENN, LANA GUILLORY, SHAIDERIA ROY 16966 CITIES SERVICE, SULPHUR- MYESHA NED 18210 GERSTNER, LAKE CHARLES- JORDAN LEWIS 26656 CHALMETTE- MAKHI BAILEY, JAYDEN JENKINS 16664 BOGALUSA- MICHAEL BURTON 24526 LEESVILLE- TRAVIS RICHTER, DAVID MILLS, JESSICA DAVIS 23902 ABBEVILLE- JAVONNA HARRIS 26276 COLUMBIA, MS- ALAILA HOLMES, ADONTE ANDERSON 24294 WIGGINS, MS- ERYKA THOMPSON, SYDNEY PELL 26637 BREAUX BRIDGE- JENNIFER WIRESINGER, DARIANNA SAVOY 26773 GENTILLY- ANTHONY TAYLOR, CHRISTENA DEDMOND, EDWARD SPENCER, PHILLIP ROSE 26772 OLD SPANISH TRAIL, SLIDELL- WILLIAM SAM 26916 BURBANK, BATON ROUGE- BRANDON TROSCLAIR 27675 MOSS BLUFF, LAKE CHARLES- SHONTA LAFANETTE, MALIQUE BOUTTE, RANDELL MAYE 27665 CLAIBORNE- ALAIJA GREEN, MAHOGANY PATTERSON, DWAYNE WALKER 29737 YOUNGSVILLE- DILLON PICARD 29777 MATHEWS- JAYDEN FLETCHER, THTRELL HARRIS 30182 DERIDDER- MURANDIA ANDERSON 31713 FRANKLINTON- ANISA RAMIREZ, TIERIKA CRENSHAW 31648 BLUEBONNET, BATON ROUGE- ALAYSIA COLLINS, MICHAEL CALISTE, DERRICK SIMS 34830 RAYNE- NAKYLA GUIDRY 31655 SIEGEN LANE, BATON ROUGE- CALVIN BAKER, ANYA QUEEN 31656 O'NEAL LANE, BATON ROUGE- JOSEPH ALEXANDER, DANDRA CALLIES 31657 BAKER- TYJA JACKSON, SHELIA GALLOW 35186 HWY 28, PINEVILLE- AUSTIN BENNEFIELD, KATHERINE VIDRINE, GABRIELLE BENNETT, KYLIE BERGERON, NATHAN JEROME- ROSS, DYLAN THOMPSON, MICHAEL B VANCHERIE 34246 MEREAU- JERMAINE BAILEY, CHANCE BARNETT, TAMMY KIEFF, SHARIE JOHNSON 36221 JUBAN RD, DENHAM SPRINGS- ALAYNA REACH, JAMIE DAVIS, ASHALAH CROSS 33498 UNO- RANADA PIGOTT, ASHTON PETERS 20511 GRAY- MICHAELA CARCISSE, LASHANTA JOHNSON, ALEXIA WILLIAMS 24689 ST CHARLES, HOUMA- GENELL BOYD, ALVIN THERIOT 36324 OCEAN SPRINGS, MS- ATOSHIA JAMES, ALFRED BLOUNT, DAISY BUXTON 36471 PLAQUEMINE- ALAYSIA ALSAY, JAMIAYA ALLEN, BRIAUNA DINKINS 37688 THOMAS RD, WEST MONROE- MONYAE WILLIAMS 37689 STERLINGTON RD, MONROE- JALA DONSON, NYIA WILLIAMS, AZARIA ROSS, CHRISTIANA ESSIE, VICTORIA RODRIGUEZ, SHANIQUA CEASAR 37690 CYPRESS ST, WEST MONROE- ANDRIONNA TILLMAN 37692 MLK DR, MONROE- SHYKEQUIRIA HARRIS, ANGELA JONES 37693 FARMERVILLE HWY, RUSTON- SHATERICA WILEY 20070 FUQUA- XAVIER ORTIZ 2434 SCARSDALE- TONY MALDONADO, RUDY AJTUN 26764 ANGLETON- SIMON TRIENDA, LEAH GARZA 2870 DICKINSON- AURELIA HERNANDEZ, BREANNA RODRIGUEZ, ABIGAIL JUMP, ARMANDO ESPINO RODRIGUEZ 2886 GALVESTON- TATIANA MORENO, MELANY GONZALEZ, DANIELLE ROMERO 15585 FRIENDSWOOD- NATALIE VERA 19549 LAPORTE- MADISON STAHLHEBER 19740 LEAGUE CITY- ELIDA CHANCHAVAC, BLEYSI SANCHEZ, MARIA PALACIOS 25772 BAYTOWN- SANDRA ORTEGARAMIREZ, ERIKA SAUCEDA, AZIEL VILLALTA, JOSHUA SOTO 27539 PEARLAND- MICHAEL EARNEST, MARTIN JAIME, LETICIA ZUNIGA 27109 EL DORADO- RONALD KENDRICK 27786 BELFORT ST- RICHIE OLVERA 27788 SPRING- MANUEL ETHRIDGE 27789 FM 1960, HUMBLE- MARIA MORA, LAURA TORREZ, CARLA ROSAS, ANTONIO CANO, ISAAC DOWNING 27792 WESTHEIMER RD- ELIZABETH FLORES 27793 SUGARLAND- CHANDLER CAHN 27794 WAYSIDE DR - KATHERINE MARTINEZ, LADAVIA WILSON 27796 SOUTHMORE- MARIA MORENO, JESSICA KELLEY, JAMARIO CRAIG, MAYOLO GOMEZ 27797 WEST ROAD- LINDSAY FLORES 27798 PANTHER CREEK- CURVON HICKS 27799 COLLEGE PARK- SAMUEL THOMPSON 27800 MARKET, KATY- KENNETH SIMS 27801 WALLISVILLE- SARA CRUZ, ELIZABETH REMLING, KOURTNEY HUGHES 27802 BARKER CYPRESS- ANGELICA TORRES, JUNIYAH RICKMON 27803 SAM HOUSTON, HUMBLE- YERANDY LABRADOR 27804 MAGNOLIA- MARIA MOLINA, CITLALY MARTINEZ, SANTOS MOLINA, ALM GUTIERREZ 27806 FRY, KATY- ZACARIAS LIMAGONZALEZ, TREYVON CORMIER 27807 TAYLOR ST- ASHLEY ROBERTSON, CRISTIAN OROZCO, TIFFANY MELTON 27808 FM 1960, ELDRIDGE- REINA SORTO, ROSA FLORES, JOSE ARGUETA RAMIREZ 27809 SIX PINES DR- KIARA VALDESMELLENDEZ 29687 MISSOURI CITY- SHANA ELLIS, LAMAR TIMES, JANETH GONZALEZ, CHARISSA REED 30623 FULSHEAR- SHERAIDAIN REED, AUTUMN CAMERONWHITE 30652 JASPER- DESTINY ROLLINS, BRYAN YELLOTT 31264 CUTTEN- KEVIN ALAS, PAZ ZELAYA, ROSALVA GOMEZ 31265 LOCKWOOD- ARLIZ ARZU, TUNDRA MOORE 31796 LAMARQUE- CHELSEA ROBBINS, JOEL CRUZ, KEVIN GONZALEZ 32599 FRY/WEST- MIRACLE BAREFIELD 32967 CHAMPION FOREST- ASHLIN FOX, MELVIN FIELDS 32962 MORTON RANCH- FERNANDO CAMISASTRABANINO 33495 WESTLAKE- GABRIELLA HERNANDEZ, JOSE HERNANDEZ, NAJWAN MULLINS, DAMIAN JURADO 34701 HWY 96, LEAGUE CITY- ARELY RODRIGUEZ, CARINA ANGLES, JUAN CASTRO 36395 HEMPSTEAD- JACEY MORRIS, MAHKAI CHILDRESS 36440 UVALDE- JAIME CORTES, JOSE JIMENEZ, MARITZA MARTINEZ, DIOSELINA ALONSO, DENNIS H SANCHEZ 36758 DANVILLE- GAVEN BLYTHE, MORGAN SANCHEZ 36759 SWEETWATER- BRAYDEN MUNOZ 36760 EASTLAND- CYNTHIA STEINMAN 36761 PINE- SONNY GARCIA, ESTEVAN MARTINEZ, JOSHUA ROBERTSON, DEBORAH JOHNSON 36762 BROWNWOOD- ELIZABETH GUSA, CATHERINE DICKEY 36763 SOUTH 1ST- ELYSE BRAXTON, DANIELA HARRELL, JOSE PAGAN 36764 SOUTH 14TH- DESTINY FALCON, ANGELICA TALAVERA, KESSA SANCHEZ 37725 HARPERS TRACE, CONROE- MELISSA CHAVARRIA, TOMASA ROJAS, CHARAE TRAYLOR 32601 JOHNSTON, LAFAYETTE- DESEAN JACOBS, CAITLIN KAKONDO 32602 SCOTT- XAVIER JACKSON, JOHNATHAN PITTS, ANAJA CHAMBERS 32604 PINHOOK, LAFAYETTE- MARY MILLER 32606 LOUISIANA AVE, LAFAYETTE- TYREN CALAIS, JASMINY GUILBEAU, ANTHONY FISHER, SANAI MORRIS, SHANEKA BROUSSARD, DWIGHT BROUSSARD 32607 KALISTE SALOOM, LAFAYETTE- JAVANTE BROUSSARD, CODY LEBLANC II 32608 CARENCRO- EBONI MAHONE, LONDYN RODRIGUE, AVANTAE GREEN, JAYLON THOMAS 34621 HAMMOND AIR, BATON ROUGE- LANEY FITCH, DARIUS JACKSON 34623 25TH AVE, GULFPORT- TAJANAE SMITH, TERRANESHA REESE, DEASHLEY GORDON 34624 GEORGE O'NEAL, BATON ROUGE- BRIAH PENN 34625 N AIRLINE, GONZALES- INGRID TORRES, JARELL FRANKLIN, CYNTHIA BURGESS 34627 D'IBERVILLE- JAZZLYN WILLIAMS, DARLING MACK 34629 WAVELAND- PRINCE MCNEELY, BAPTISTE WILLIAMS, ROBERT COURTIAD, ALEX PRITCHARD, CHELSEA SMITH, KRISTIYANA WASHINGTON, KAYLA ASHER, JAMES JEANFREAU 34630 PASS RD, BILOXI- HILLARY HANDFORD, JOSEPH COOPER, HANNAH DEPOE 34631 ZACHARY- WARKITA SHAFFER 34632 COLLEGE DR, BATON ROUGE- BRAYLIN FRANCIS 34633 PASCAGOULA- TERRELL WASHINGTON, TERESA GLOVER, LATWAN HAMMOND, 34634 WALKER- BRIDGETTE MCCRAY, EMILY BENOIT 34635 PRARIEVILLE- DEMARCO SMITH 34636 SHERWOOD, BATON ROUGE- RYAN DAVIS 34637 WATSON, DENHAM SPRINGS- ASHLEY WARREN, ADRIANA THOMPSON 34639 COWAN RD, GULFPORT- BYRON GRAVES 34640 CEDAR LAKE, BILOXI- GENESIS REED 34641 CENTRAL, BATON ROUGE- ARMANI DAVIS, CHAUNCEY AUGUSTINE-PHILLIPS, KATILYN WASHINGTON 34642 MOSS POINT- JUSTIN DEAN, JAUQUEZ MASSEY, SAMYRA BROWN, BRITTANY RIVERA 34643 DONALDSONVILLE- ROARKE DUNN 34644 OCEAN SPRINGS- ISAHIA SINCLAIR, FRANK FAGAN, MEGHAN MARTIN, ADYSON BLANN, NAZARRION STALLWORTH, BELINDA NGUYEN ACs- SELENA BAXTER, ELIZABETH THIBEAUX MAINTENANCE- ARTHUR J ONCALE JR HOME OFFICE- LATORA MADISE, CHORLETTE GUIDRY

Happy Birthday!