

# BiG Taco Report

### **Operational Insights**

Congratulations TEAM B&G for being #1 in Kiosk Utilization in Taco Bell nation in Q2. Thanks to each of you!

#### Right Host in the Right Place

Having the right Host is the MOST important. Hosts should be proactive team members who are passionate about our brand values, understand our digital goals, and enjoy engaging with customers more socially vs. being order takers. This requires them to be in the right place to support everyone's needs that walk through our door, and that's out from behind the counter and in our lobby, right in the customer's path! REMEMBER: DO NOT force a customer to use the kiosk for any reason!!!

#### **Certify for Success**

Every Host should be fully certified in role and familiar with all the resource materials that support the digital business – Kiosks, Mobile, & Delivery. Remember, Hosts are responsible for more than just Kiosks, they are the face of our brand and the one all our digital customers or delivery drivers engage with every time they enter our restaurants.

#### Track what customers say about YOU:

- Ask your GM about the Restaurant Coaching Dashboard report in MyTacoBell.
- · Compare period results vs. last period
  - o sales and transactions
  - o Drinks per transaction
  - o Digital Sales
  - o Kiosk utilization
  - o Taco Supreme results compared to national and the DMA
- · Food First, Service Always
  - o Shows top complaints & top items mentioned by your customers
  - o Complaints by daypart
  - o Speed of service results for each daypart

#### **Tips to Reduce Complaints**

MISSING Drink Complaints:

- · Give the customer their drinks prior to their order.
- · Place the customers drinks and Bag together on a tray.
- Place the drink in front of the labeled bag so the customers see it first. For two or more drinks, ensure that you are using a drink tray.

Missing/Received Wrong item complaints:

- Make sure teams are double-checking the items going in the bag match the items listed on receipt.
- Use the item count on the bottom left of your touch KDS to ensure that you have the correct number in the order.
- For digital pickup orders that contain multiple bags, place all bags in the order into an XL bag.

Digital Pickup:

 Ensure there's a digital host, refer to the digital host "own your zone" card for tips on how to best serve our customers.

**Product Quality:** 

- This is the number one concern for customers. Emphasize the importance of full products and accurate orders with your teams. Embrace and rally around the mindset of Food First, Service Always.
- Focus on fundamentals. Check out the target weights on MyTacoBell to ensure every product is meeting expectations before going out the door and bag items in the proper order to avoid products being smashed.

### YOU HAVE A VOICE!

Employees can text anytime they feel they have been treated unfairly, harassed in any way, to speak about unsafe work conditions, or have any issues with pay or being paid properly and on time.

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#### Patrick's Region

#### From Area Coach: Ronald McCormick

34638 Gulfport, MS

"I would like to send a special shout out and thank you to the trendsetter for my area. Marion Chepkemoi and her team at 34638 Walmart Gulfport, Mississippi continues to lead and dominate the area setting the standard for breakthrough results! They are a huge influence in demonstrating what can be achieved by using Taco Bell's systems role modeling CHAMPS and HWWT Principles. Under Marion's leadership this store has achieved major milestones including hitting all our Taco Supreme standards making their way to 5 Star Supreme for P10! Marion is a true example of a brand steward, and I look forward to all she can accomplish. Thank you, Marion for leading the way!"

#### Alma's Region From Area Coach: Tiffany Tezino

30623 Fulshear, TX

"I would like to recognize Gerald Wheeler RGM at the Fulshear location. He took over this broken restaurant in Period 8 and has done an amazing job building culture, growing sales to double digits and delivering green results in all metrics. He demonstrates excellent customer service day in and day out. His customers enjoy spending time in his restaurant so much they have made it part of their weekly routine to visit "Mr. Gerald". He has maintained a 4.5-star rating for the past 2 periods. Gerald is a Ture Allstar and I'm very proud to have him as a part of my team. Thanks for all you do!"

#### Michelle's Region

#### From Area Coach: Melissa Ellison

41573 Hammond, LA

"Just a quick thank you to RGM LaChaunda Gordon and her team at Railroad in Hammond. The team exudes a "Yes I Can" attitude every day to get the job done. They are super consistent with results with a current 4.35 supreme average rating for the year. There is no doubt that the whole team is dedicated to making sure that every customer gets a fast and pleasant experience. They are always up for a challenge and don't back down when it gets rough."

#### Carolina's Region

#### From Area Coach: Erick Ordonez

27796 Pasadena, TX

"I want to congratulate Diana Salguero from Southmore because before the store was closed, we were making on average \$16,000 per week, after the grand opening the store is making \$25,000 per week. I appreciate your knowledge and leadership. There will be more challenges as this was your first time opening a new store. I look forward to working with you. Thanks, Diana, for doing an amazing job, having an incredible team, and for being a part of the Elite Team."

#### Vivianne's Region

#### From Area Coach: Tonya Vital

23902 Abbeville, LA

"Shout out to RGM Terina Willis and Team Abbeville for ensuring proper execution on operational standards and delivering a Perfect Core (-3) for Round 2! This location takes full advantage of the Mobile Delivery Pickup shelves and has qualified five consecutive Quarters for the DoorDash Commission Incentive. The store is steadily improving digital usage, leading to increasing sales. Terina is maximizing profitability without compromising the customer experience. Led by her team, the crew decorates the restaurant dining room for holidays, giving a feel-good guest experience; they consistently recognize and reward team member performance. The team is productive and promotes a culture of Teamwork; there is training completed on bench plans for every position level. Thankyou, Terina, Juanneisha, Jaliah, Javonna, and Kellie for your leadership and staying on top for B&G Scorecard Rankings."

### New Restaurants



302 Southmore Avenue Pasadena, Texas

### Recent Promotions

Kanesha Coleman - Shift - 29777

Matthieu Davis - Team Trainer - 36324

Jasmin Toral Mariano - Team Trainer - 29687

Sadie Matthews - Shift - 41581

Linda Orozco - Team Trainer - 34625

Ahmad Ursin - Team Trainer - 34625

Ashlian Cuellar - Shift - 36759

Akelia Yancy - Shift - 34631

Haven Mclain - Shift - 38834

Jennifer Flores - RGM - 40349

Camry Anderson - Shift - 41143

Juan Aguirre - RGM - 32599

Tyrell Prophet - Shift - 32599 Phillip Rector - Shift - 26764

Karen Rab - Shift - 26764

Tayana Kensie - Shift - 32599

Dexter Holliday - Team Trainer - 31656

Haven Mclain - Shift - 38834

Sherie Davis - AGM - 26772

Erick Vinagre - Shift - 36221

Bryanna Hyde - Shift - 28509

Willie Ross - Shift - 28509

Tyshane Timothy - Shift - 2952

Frederick Ferguson - Team Trainer - 30182

Congratulations!

## Ostobar Birthians

2434 SCARSDALE- DESTINY MONTALVO, BLANCA PELICO, FANNY SANCHEZ, ABRAHAM RODRIGUEZ 2619 NATCHITOCHES- JORDAN KIRTS, COREY HALL, JENNIFER WILLIAMS, JASMYNE ROBINSON 2870 DICKINSON-STEVEN THOMPSON, JOSSELIN SONTAY, GRISELIA BATEN 2875 GAUSE, SLIDELL-TROY CRAWFORD, SHALISA HINTON, ANNEMARIE CLARK 2886 GALVESTON- JESSICA COLE, ABEL RAMIREZ 2952 ALEXANDRIA MALL-LAWSON BECK, JABARI SPEED, HEAVEN VEAL 3165 PRIEN LAKE, LAKE CHARLES- BREONEESHA ANGLIN, WENDY HAFER, YADIERIS ROSA, JENAE WILLIAMS 3532 PINEVILLE- CHRISTOPHER HAGAN, RESHUNTA JACKSON, IAN JOHNSTON 3601 JENNINGS- HUNTER FONTENOT, TANA DARTEZ 3700 EUNICE- LORENZO GREENE 4727 THIBODAUX- ROKIA HENDERSON, ANGELLE RICHARD, JALAYA ANDERSON, LADELIA SHORT 15585 FRIENDSWOOD- ETHAN VINKLAREK, ALEX CARRILLO, MORGAN TAIT, JORGE SANCHEZ 15758 CUT OFF- IRENE A BOURG, TIFFANY CHAISSON, OLIVIA NELSON 16313 CROWLEY- BROOKLYN WELCH, NOAH DUPLISSEY 16664 BOGALUSA- MYA HAMPTON, TRESIA WALTERS 16865 BASTROP- DERRICK WILLIAMS, DASHAWN BENJAMIN 16951 NELSON RD, LAKE CHARLES- JACOB MILLER 16966 CITIES SERVICE, SULPHUR- MASON MALONE, JOSEPH GUILLORY 17183 MCARTHUR DR, ALEXANDRIA- CAHLIAL NORRIS, GAVIN WRAY, KIARA MOLETTE, ROMIE DAVIS, SHAKEI DAVIS 17489 BAYOU VISTA- SHANNON NASH, CHAUNTE JOHNSON 17611 BOUTTE- NECATE NOLAN, SARAH HOGG 18210 GERSTNER, LAKE CHARLES- TARA BARTIE, EMILY THOMAS, TYREE HOLMES, JOSHUA DAVIS, LOLA COLEMAN 19549 LAPORTE- JORDAN WESTON, BRIANNA HALL 19740 LEAGUE CITY- MARY A RIVERA, XIMENA PEREZ 20070 FUQUA- YUREIMI CAZARES, RICARDO BERRIOS, BRITTTANY FUNEZ 20511 GRAY- TERRANIYAH CRANDLE 21553 GRAND CAILLOU, HOUMA- SHIRLEY WILLIAMS, SCHIVONE LAWSON, TORIE BREAUX 22772 BROUSSARD- ERAKIYAH FRANCIS 24294 WIGGINS, MS- ZAVIEN SPENCER, JEREMIAH SLOAN, JAREL SHELBY 24689 ST CHARLES, HOUMA-CHRISTIAN POUNDS, JANIYA RAY 24768 LAPLACE- AUDRINAANN BOURGEOIS, JANEL BECNEL, AMYRI DAVIS, RONNIE BUGGS 26003 MARKSVILLE- NAKYJA HOLLIS, BRYCE GUILLOT, SAMAIA PRATER, BRITTANY FORD, JADA ARMAND 26276 COLUMBIA, MS- AALIYAH LEWIS 26637 BREAUX BRIDGE- TORI BATISTE, NYIA SENEGAL, TYLER PERRY, AVA FRANCIS 26656 CHALMETTE- LOUIS DUPLESSIS 26732 WEST MAIN, HOUMA-MARC WHITE 26764 ANGLETON- JULIAN GARCIA, FLORESITA CRUZ 26772 OLD SPANISH TRAIL, SLIDELL-ISAIAH MITCHELL 26773 GENTILLY- BRINELLE WILLIAMS, CHARLES TATE 26916 BURBANK, BATON ROUGE-EBONY GRAY, CARMELLA SMITH, AJAYA COLEMAN 27109 EL DORADO- AVA GAREAU, JERREN HARBIN 27539 PEARLAND- ISELA LOPEZ 27665 CLAIBORNE- SHEILA ISOM, PARIS MANSON, VALENCIA PIERCE 27675 MOSS BLUFF, LAKE CHARLES- BRAYDEN HULETT 27786 BELFORT ST- ANAYA ALEXANDER, MARCO MARQUEZ, LILIA ALCARAZ-SOTO, VALERIA MACIAS 27789 FM 1960, HUMBLE- DARLENE CAVAZOS, JULIO PERALES 27794 WAYSIDE DR- APRIL CERDA, DAVID RUIZ, LAUREN WILKERSON 27796 SOUTHMORE-BRENDA FLORES, AMALIA HERNANDEZ, JOSHUA DAVIS, BRENDA OTERO, ARMANDO ROMAN, RAUL POZAS, HAILEY BEATTY, JASMINE MENDOZA 27797 WEST ROAD- LILIA CAMARILLO, JOSUE SANCHEZ, NELSON ABREGO 27798 PANTHER CREEK- JOSE PEREZ, SPENCER WHATLEY 27799 COLLEGE PARK- YURIDIA ORGANIZ, NIEVES DIAZ, ISELA VENEGAS 27800 MARKET, KATY- CLAUDIA ORTIZ, JORDAN COLLIGAN, SANIYYAH LACY, CHARJEE KIRKPATRICK, 27803 SAM HOUSTON, HUMBLE- KELIZ JONES 27804 MAGNOLIA-LUIS PAEZ 27805 SPRING CYPRESS- JAIDEN MACBETH 27807 TAYLOR ST- PEDRO NGUYEN 27808 FM 1960, ELDRIDGE- ASHLEE SALAZARMONTENEGRO 27809 SIX PINES DR- KARA LOPEZ, NICHOLAS PIWONKA 28399 UNIV OF HOUSTON- KATHERINE HERNANDEZ 28509 PICAYUNE, MS- TORAINIO HUNTER, AALIYAH BURNETT, TRINITY THIGPEN, CHERROME HUGHES, 29352 ATTASCOCITA- CLAUDIA ARIAS 29687 MISSOURI CITY- VICTOR SANTACRUZ, REVER DORN, 29737 YOUNGSVILLE- THERESA ROGER, VANTAVIA MARTIN, MACKENZIE GRIFFIN 29777 MATHEWS- KANESHA COLEMAN, DALE BENJAMIN 29857 HWY 171, LAKE CHARLES- AALIAYAH ANTHONY, NATHAN LABBE, JUSTINE BRYANT 30182 DERIDDER- VERONICA ALFRED, TAVION HARVEY 30183 LEESVILLE- DESHUN MCNEELY, BRIANN HENSLEY, COREY DILLZ 30498 MORGAN CITY- SAMYARIA RANDLE, GARLETTE JONES, DERICA WAGNER, SAIGE PETE 30623 FULSHEAR- AASHISH OAD, ALEXANDER GRIFFES 30652 JASPER- ANNIE HADNOT, RENESHA FOBBS, KRISTAL COUCH, BRYANNA MCCAIN, THOMAS CROCKETT 31263 TELFAIR- DIANA DAVIESON, ANNA MAGANA, CAMILLE COLEMAN 31264 CUTTEN- LIZETH DIAZ, ELIA ZEZATTI 31265 LOCKWOOD- JOSE SALGADO, BRIJIDA PEREZ, JEFFRY PUENTES, JESUS AGUILAR, YECENIA HERNANDEZ 31648 BLUEBONNET, BATON ROUGE- SHAVAZE BAILEY

## Ostobar Birthians

31656 O'NEAL LANE, BATON ROUGE- JAHCARIUS KELLY 31657 BAKER- JAYLAN CRIER, APRIL DOUGLAS 31713 FRANKLINTON- JASMINE ROBERTS 31796 LAMARQUE- SETH WRIGHT, DAISY RAMIREZ, SEBASTIAN GOMEZ, ZULMA VELASQUEZ 32399 LUCEDALE, MS- KARSYN MILES 32599 FRY/WEST- ANA PENA, RICKY BAEZA, PABLO LOPEZ, GLORIA MORRIS, ANTHONY WINSTON 32600 CONGRESS, LAFAYETTE- AMYA STERLING, CHANCELOR HYPOLITE, MADELINE WILSON 32601 JOHNSTON, LAFAYETTE- AMANDA MARTIN, DEONTRE GLAUDE 32602 SCOTT- LOGAN CHARLES 32604 PINHOOK, LAFAYETTE- DESANI MALBREAUX, KIEVIAN JORDAN 32605 AMBASSADOR CAFFERY, LAFAYETTE- TAIJAH PORTALIS, LANDENN LEGE 32606 LOUISIANA AVE, LAFAYETTE- PHILLIP STEWART 32607 KALISTE SALOOM, LAFAYETTE- PAUL RANDALL, LATASHA TOLLIVER 32608 CARENCRO- JEFFERY BROUSSARD, JASEANNA RAYMOND, DEMONTE BANKS, JANIVEYA GRIFFIN 32962 MORTON RANCH- LEANDRO RUIZ, SAUL AGUILLON, TAMARA CHANDLER 32967 CHAMPION FOREST- IRVING BAUTISTA, JAIDEN HODGES, GABRIEL JIMENEZ 33495 WESTLAKE- JOEL GARCIA, BEATRIZ QUIGNON, RICARDO ESTRADA, YESENIA BAUTISTA 33498 UNO- NICHOLAS BRISCOE 34015 CULLEN & REED- DARIUS MOORELI 34156 ST ROSE- ALEXIS DIVINITY, MAYA JACKSON 34246 MEREAUX-JOSEPH ROBERT, ANGELIQUE FOREST, CRAIG ADAMS, SHERRILL BULLOCK, ALYSSA FOSTER, KENDRICK LEWIS 34620 FLORIDA, DENHAM SPRINGS- LEAHA LEGAUX 34621 HAMMOND AIR, BATON ROUGE- LARRY PORCH 34623 25TH AVE, GULFPORT- RONNAYSYA POLK, KELVIN MCADORY 34624 GEORGE O'NEAL, BATON ROUGE- RYAN HOLM, TAYSHAWN PROVO 34625 N AIRLINE, GONZALES- TYLER PITCHER, KIERRA LEBLANC, PAIGE GARB 34626 HWY 30, GONZALES- ANDRE WILLAMS 34627 D'IBERVILLE- ASHLEY GORDON 34628 ORANGE GROVE, GULFPORT- LILLIANNA JOHNSON 34629 WAVELAND- JONATHAN GARCIA, DAVID GALLAWAY, REANNA SIMS, WILBERT MYLES 34630 PASS RD, BILOXI- DEANGELO JACKSON, DENNIS HAYES, ALANA WINSTON, JASMINE JOHNSON 34631 ZACHARY- BRITNEY HICKS, DEZYRIAH WILSON, DELAIJAH SHELTON 34633 PASCAGOULA- KERMIT RODRIGUEZ, SHALANDE BRIDGES, JAMARION PARNELL 34634 WALKER- RYAN ARDOIN, ETHAN LONG, CAMERON SULLIVAN 34635 PRARIEVILLE- ORIEN MONNIE 34637 WATSON, DENHAM SPRINGS- PEYTON CRAWFORD, MILANA MILLER 34639 COWAN RD, GULFPORT-PATRICE CASANOVA, THOMAS HART 34640 CEDAR LAKE, BILOXI- ANDREW GRAY 34641 CENTRAL, BATON ROUGE- ROBERT GRIMES, DAMARCUS CHAMBERS 34642 MOSS POINT- TIERESSIUS MCBEATH, GERALD BUCKNER, RYLEE WINSTEAD 34644 OCEAN SPRINGS- ERMA BELL, OBRIEN KING 34701 HWY 96, LEAGUE CITY- BENJAMIN DOMINGUEZ 35186 HWY 28, PINEVILLE- MIKIA WRIGHT 36221 JUBAN RD, DENHAM SPRINGS- WILLIAM HORNSEY, KAITLYN OBRYANT 36440 UVALDE- BLAS SALINAS, ELISEO PUENTE, IMARA GUERRA, ANA JIMENEZ 36471 PLAQUEMINE- AMANDA JENKINS 36758 DANVILLE- NIKOLIS YELEY, ISAIAH MICHALEC, CANDICE KENNEDY, RICHARD MILLER, ABYGAIL SANTOS 36759 SWEETWATER- CHRISTOPHER SIMPSON, ANNA RUIZ 36760 EASTLAND- SAMARA WURTSMITH, KENTREZ ROBINSON, JESSIE BURNS, TIFFANY GREGORY 36761 PINE- SCOTT GILBERT, ADAM TREVINO, ALYSIA CASTRO, DANIEL MORALES, AVEL RODRIQUEZ, JORDON HADLEY 36762 BROWNWOOD- LISA VENZOR, MISTIE RUSSELL 36763 SOUTH 1ST-CONCEPCION RAMIREZ 36764 SOUTH 14TH- MARISSA BERCK 37688 THOMAS RD, WEST MONROE- SHENA NALICA, DAVID KELLY, KURT HEBERT 37689 STERLINGTON RD, MONROE- KERSTIN CALHOUN, MONDRECIA WILSON 37690 CYPRESS ST, WEST MONROE- HALEY CAMPBELL 37691 W CALIFORNIA AVE, RUSTON-DERRICK WEST 37692 MLK DR, MONROE- DEARRA ARMSTARD, LATASHA COLEMAN 37693 FARMERVILLE HWY, RUSTON- KENBREONA WATLEY 38735 GRAND BAY, AL- JANSEN BYNUM, LEX FITZGERALD 38744 TELGE- ROMA SOUTODELAPENA, SEIF FARGHALY 38834 DIAMONDHEAD, MS- MICHELLE MAURY, SABRA 38852 LIVINGSTON- JARON HIGGINBOTHAM 40336 CE KING- ROLANDO GALLEGOS, JOSE RODRIGUEZ, EDALY MARTINEZ 40349 GRAHAM- HALEY GONZALES, JUSTINN MUSICK 41558 HWY 1, COVINGTON- NATASHA REED 41560 CLEARY, METAIRIE- JOSEPH HURST, KENTRELL GEORGE 41561 NORTHSHORE BLVD, SLIDELL- TRENDA SEATON 41562 EAST AIRLINE, METAIRIE- ANGEL HUBBARD, CHRISTOPHER FARVE, PENNINA WHITE 41563 19TH AVE, COVINGTON- JEFFERSON GOMEZ 41564 MANDEVILLE- SHANIA RICHARDSON 41565 REAGAN, COVINGTON- ANGEL ROSS, CHAMEKIA JEFFERSON 41566 TERRYTOWN- ARAM STRAKA, SONIA WOOD, SHONDREKA THOMAS 41567 VETERANS- LIONEL BERNIARD, TRENISHA BREAUX, TOMIKA GRAY 41568 WEST THOMAS, HAMMOND- RICHARD JENNINGS, JAMIR FRANCIS, LATROYA GLASS 41569 CLEARVIEW- KIERAH SYLVE, SHAWN BEN

# Odiobar Birthibys

41570 MARRERO- QUENTERRA ROBINSON, PALAZZOLO DAVIS, RASHIRA JOHNSON, SANAI MASSEY, ROQUIS HUDSON, KING WILLIAMS, HOPE SNYDER 41571 GEN DEGAULLE- SHANE COLEMAN, TROIJAE ARBUTHNOT, DARNELL HARRISON, DAMMEON FACIANE 41572 WILLIAMS BLVD- DARIANTE HARPER, CHELSEA LEMOINE 41573 RAILROAD, HAMMOND- LACHAUNDA GORDON, TIERRA KINSEY, JALIYAH WILLIAMS 41574 GRETNA-RASHAUN CALLINS, TRINITY BARROW, DARRELL DAVISON 41575 UNIVERSITY, HAMMOND- MARVIN THOMPSON, GALVIN STEVENSON, ALAIVION BELL, JOAQUIN BATIESTE, KEITH RICKS, ARMANI BENWARD, MIKSHALL THOMAS 41576 PONCHATOULA- JERRIONA JOSEPH, ALICIA MARYLAND 41577 AMITE- JIKERIA BAILEY, RAYNA MONTGOMERY 41579 HARVEY- KOLBY SULLEN 41581 PEARL RIVER- CONNELL MOORE 41583 BONNABEL- EUGENE SCHOFIELD, TYLER LASSITTER, EARL PLEASANT, SAMAIA SMITH, ZACHARY TRUMBACH, TYRINIQUE BRUMFIELD 41584 WEST VETERANS- TRAVIS ELLIS, ELTON JOHNSON, FLOYD DAVIS 41585 OPELOUSAS- BRANDON MYLES 42121 EGLIN. FT WALTON- TANTHALAS POWELL, DESTINI HOMER. RUSSELL SNELL, AVERI COMBS 42122 DESTIN- CHRISTY COFFEE 42123 BWB, NICEVILLE- ROBERT KING 42125 CRESTVIEW- NATASHA SILER, TYANDRA TATUM 42126 DEFUNIAK SPRINGS- TYLER JACKSON, DARIUS FUTRELL, NICOLE FOUSHEE, EMILYSSA LUEBANO, EVELYNN SMITH 42127 BEAL, FT WALTON- SATAPHON BUTTAWONG, FELICIA LEWIS, APICHAYA TREECHAYACHEEP 42128 CHIPLEY- ESTEBAN GONZALEZ, ANGELA BARKLEY 42130 FREEPORT- NYSAN OMALLEY, ALISHIA YOUNG 42134 MARY ESTHER- SERENITY ASHLEY MAINTENANCE- CODY HOSKINS ACs- VIVIANNE CAMACHO, MARGARITA RAMIREZ, STACY BRADSHAW, TIFFANY TEZINO, KENNETH GUIDRY HOME OFFICE- THOMAS GEGENHEIMER, ERIC ROSS, DARLENE **BROUSSARD** 

