



October 5, 2009  
 100% right  
 100% of the time!

**ANNIVERSARIES**

October is a busy month for Which Wich anniversaries. Magnolia, Alliance and Pearland all opened between Sept 08 and Nov 08. Those receiving iPod Shuffles for their one year anniversary are:

**Alliance**

Dalia Hernandez  
 Alicia Holmes  
 Kaitlyn Dilts  
 Tiffani Donaldson  
 Krystal Wilson  
 Leeza Cargil  
 Christi Bell  
 Meggan Gregory  
 Arianna Orozco  
 Austin Meredith  
 Billy Ward  
 Jeremy Augustus

**Magnolia**

Michael Harper  
 Hannah Potter

**Pearland**

Melissa Castillo  
 Jamal Fedrick  
 Markesha Fedrick  
 Marjorie Frenzel

**Guest Quote of the Week**

I hope you bankrupt SUBWAY and QUIZNOS. WHICH WICH is awesome!

**WOW!**

Great guest comments or guest WOWs will now be rewarded with WOW! Pins. Remember, our mission is 'Make the Guest Say Wow!'



Ruth in Western Center is the first recipient of a WOW! pin for getting mentioned twice in one week's surveys. Who will be next and who will earn the most pins?

***"Your employee Ruth was very nice and she is always very helpful and makes me feel very welcomed in your restaurant."***

***"Ruthie was great!"***

**MORE GUEST FEEDBACK (Getting MUCH BETTER overall)**

***I love the food at Which Wich, it tastes the same each time and I know exactly what I'm getting. The manager is super friendly and brings a positive attitude to the whole place, right down to the employees who greet guests and clean tables. (Western Center)***

***Don't slow down, just keep up what your doing. (Conroe)***

***Everyone is very friendly and the sandwiches were great. (Alliance)***

***Cashier was really friendly and joking around without slowing down the line (Southlake)***

***Air Conditioner was set too cold, when I asked an employee about it, she just told me...Sorry. Not a good answer.***

***All the open tables were dirty. They all needed to be wiped down.***

***I didn't feel that the staff was very friendly. I didn't even get a smile while I was ordering my food.***