

August 31, 2009



### SALES CONTEST UPDATE

So far, we have had 2 (yes, ONLY 2) team members bring us large orders. Tommy from Pearland got us a \$200 order and Michael in Flower Mound got us an order for over \$500! They have earned some nice sales incentive pay. The contest runs through the rest of September so get those orders to your GMs NOW!

### MENU IDEAS

Some great new menu suggestions coming in. Provide yours at [www.jointhevibe.net](http://www.jointhevibe.net) as there is still time to 'make the cut' for the October and November 'Wich of the Week' panel.



### SOCIAL NETWORKING UPDATE

Pearland is DOMINATING the Facebook Fans. We are now over 200 but need thousands more. Team members, get registered on our Facebook page and get your friends on as fans ASAP – only 2 weeks left to go!



Don't forget to follow us on Twitter @bestwiches – we need more followers!

### SALES UPDATES

Congrats to Pearland and Flower Mound for sales records week ending 8/23/09!

Thanks to your hard work, SMART stores were 5 out of the top 10 in Texas that week with 2 more in the top 15. There are nearly 60 stores in Texas so keep delivering the vibe and improving our guest experience – it really does pay!

### GUEST FEEDBACK

"Kevin, the manager was AWESOME about the whole thing. He (and his staff) was apologetic and he gave us cards for free sandwiches for our next visit. I will definitely be returning because of how the unfortunate situation was handled. Great job, Kevin!" (Alliance)

"My son was under a table and bumped his forehead and nose when he got up. Every employee was very helpful" (Pearland)

"Shawn always greets me personally and does an excellent job" (Western Center)

"Dwayne is the best!" and also, "Dwayne is great!!" (Woodlands)