



September 21, 2009
 100% right
 100% of the time!

ACCURACY FOCUS

We offer 51 wiches with over 40 toppings. Our biggest competitive advantage is the guest getting to design their own wich, their way. However, if we make a mistake, we lose our advantage. We absolutely cannot afford to make a mistake on a wich that gets to the guest. To ensure we DON'T make mistakes, we've broken down the key focus items to ensure ZERO MISTAKES at every position. Review your Top 5 each day depending on which position you are working.

HOST

- Explain process to first time guests
- Wiches are toasted!
- Remind guest – name on bag
- Explain parentheses wiches
- Check back in dining room!

CASHIER

- Ring in extras & The Wicked
- Guest name on bag
- Provide cup(s) to guest(s)
- Kid's drink provided
- Use Guest's name!

P1

- American Cheese & Cheez Whiz
- More Meat/Double Meat
- Proper Meat (pastrami, corned beef, etc)
- Sauces on wich if ordered
- Marinara order (chicken parma/pizza)

P2

- Extra cheese
- Bacon – level scoop (Club & The Wicked)
- Parentheses items!
- Hot Toppings!
- Olive Salad & Hot Pepper mix under cheese

P3

- Tomato Avocado, Turkey Wich, Hummus, Reuben, Montecristo
- Parentheses wiches!
- Proper sauce amounts/toppings
- Right bag, right wich
- Kids' snack; Half pickle when ordered

PREP

- Proper weights for meat wraps
- Proper cheese weights
- Meat thickness when slicing
- Follow recipes per cards
- Proper labeling

WOW!

Our vision is to make the guest say WOW! We had 13 guests leave comments with 4 positives and 9 'opportunities'. Here are a few WOW comments from this week.



I really like how the cashier offered us a cup of water while we waited for our shakes to be made. He also came out from behind the counter to ask us if we needed help figuring out our sandwiches. Both of those simple things made my experience very nice. (Western Center)

Had a flat bottle soda and they switched it out for me with no questions!!! Thanks a bunch! (Woodlands)

Cashier was very happy to help us (Woodlands)

The ladies at the form table were excellent! Sure wish you would build a store in Katy!!!! (Bunker Hill)