



BUFFALO WILD WINGS
GRILL & BAR

Buffalo Wild Wings

VOLUME 1, ISSUE 4

NOVEMBER 2011



AMPAL GROUP

INSIDE THIS ISSUE:

- Employee of the Month - October 1
- Help Wanted! 1
- Fantasy Promo Results Oct 2
- Holidays 2
- Wow & GLI 3
- Benefits open enrollment 3
- Birthdays 4
- Figure 8s 4

October's Employee of the Month



Watchung's October EOM is Stephanie Cabrera. Stephanie has been one of our most consistent bartenders since we opened and always portrays a positive attitude. She always goes above and beyond to help both our guests and team members, and was Watchung's top seller for September in our Fantasy League.



Eatontown's October EOM is Alexis Arce. Alexis has been with the Company since March of 2010 when BWW Eatontown was first established. As a bartender, Alexis shows much enthusiasm with a need to help her guests. She's the definition of a "team player" and BWW can always count on her reliability and her exceptional hospitality.



WINGS. BEER. SPORTS.™

Help Wanted?

Ampal Group is looking for a team member to take part in facilitating the employee news letter. We are looking for a person with a communications, Journalism, or English degree or credits. Compensation will be available. Please submit your resume to Robert Corde at rcorde@ampalgroup.com



Miller Fantasy Promo



Holidays

Ahh, the holidays. I'm happy to share with you our store operating hours for the holiday season. We will be closed for Thanksgiving, open Christmas Eve from 11am to 9pm, closed Christmas day, open New Years Eve from 11am to 9pm and open regular hours New Years day.

In addition to some hours of operations changes we also will be hosting a team member holiday breakfast and opening at 12 the morning of your stores party.

All hourly team members can sit back as your management team will be the ones delivering the hospitality. We will be hosting

Monmouth's holiday brunch on 12/10/11 from 8:30-11. Watchung's holiday brunch will be on 12/17/11 again 8:30-11. Your immediate family are welcome and encouraged to come.



WOW Alerts!

In the month of October Ampal groups B Dubs lead the pack. Our region has 38 stores, Watchung was number one overall in guest loyalty index. Monmouth landed in the 5th overall spot. I'm very Excited with all the hard work the teams put in to achieve this type of goal. This can't happen without the infamous WOW alert. These alerts come from a guest filling out our survey and commenting on something they felt was exceptional.



BUFFALO WILD WINGS
GRILL & BAR

Here is a great example of a guest who had a great time at our restaurant all because of a server. "Our server was AMAZING!! He was very courteous and generous from the moment that we sat down. We wanted to watch the University of Maryland v. FSU game, Anthony had it turned on so we could watch it and the Air force game simultaneously. When it was changed he had it changed back. We had ordered the Table gate Sampler when we sat down, but we didn't know what else we wanted. Anthony let us figure out what we wanted and let us take our time. He didn't rush us one time not even when it got busier on a Saturday night. It was one of the most fun and relaxing



dining experience I've had in a long time! :-D You can teach anyone the restaurant business, but you can't teach someone to be nice. Anthony is beyond nice." This and many more comments is what it takes to be number 1!

Those who received a WOW alert last month; Manny, Nick, Denny, Dave, Allyson, Anthony, Janae, Nikki, Shaquazha, Jenelle, Stephanie, Amy, Amanda, Stacie, Marc, Rob, and Bianca.

Thank You!

Benefits Open Enrollment:

November/December is Open Enrollment. This is the time of year when you may want to make changes to benefits without having a "qualifying event." We now offer: (Plan requirements)

*Medical Insurance *Dental Insurance *Vision Insurance *Life Insurance *Long Term Disability Insurance

Open Enrollment: From 11/14/2011 To 12/14/2011

To learn how plan changes will impact your benefits for the 2011/2012 plan year and to determine what changes you may want make to your benefits during open enrollment please attend the benefits open enrollment calls. (dates and times will be communicated) Changes made during open enrollment are effective December 15, 2011.

What is a Figure 8?

One of the best ways to keep moving and direct your efforts is to conduct "Figure 8s. Managers use figure 8s to make sure every area of the restaurant is evaluated regularly in order to identify issues and their remedies immediately. As we stop in each area we look for opportunities to observe, coach, improve and add value in areas of Team, Guest, Quality Operations, and Sales & Profits. You'll find, if you've use your daily manager tools properly, your figure 8s provide you the best opportunity to act as the TEAM's COACH, instead of the team's compliance cop. Te pat is designed so you can start at any point in the restaurant and begin the cycle. Given that it is an "8" the path never stops, and that is intentional to keep you in a constant state of purposed motion. If asked what is a figure 8 most managers would reply *Bar – Dining Room – Outside Expo. But this is not what I consider a true figure 8. I would say;

* Greeter * Cashier * Dining Room * Bar * Storage Areas (Dry, Cold or frozen) * Dish * HOH * Outside Expo * Restaurant Exterior (dumpsters, sidewalk, etc) * Lobby *

You may be asking yourself, "why are the storage areas checked?" Imagine you've completed your line check and daily QSC for your closing shift. Throughout the shift, you focus your figure 8 only dining room, bar and expo. At 7:00pm a guest stops you and tells you the front walk way is covered with cigarettes. At 7:30pm a server tells you that ticket times are getting really long. When you go into the HOH you find that all the platters are dirty and no one is on grill station because your grill cook is washing them. At 8:00pm, James, your shake cook tells you that that the wing cooler smells funny. When you go check it out the cooler is at 50 degrees!!! Is it starting to make sense? Figure 8s are not just about table touches and checking ticket times. A true figure 8 is the most valuable tool in a managers toolkit, when it is thorough.

Now that you are properly rotating through the figure 8 the next stop is to stop. Yes stop! You want to evaluate each are before you move to the next. It is as simple as 4 questions.

1. Is this a safety concern?
2. Is this an execution of standards concern?
3. Is this an experience concern?
4. Is this a cleanliness concern?

These questions along with going through all of the figure 8 will make your restaurant run smoother and identify any issues or concerns. Always remember a manager who assigns work to others will do more and be able to handle more situations. If you are too busy with smaller problems, you will not be able to give major problems your full attention when they occur.



Happy Birthday

Happy Birthday on behalf of everyone at Ampal Group to Jeff Trautz, Jennifer Sloan, Kimberly Butler, Leigh-Ann Donegan, Samantha Citarella, Juan Yanez and Hortencia Arequipa.