

# Breaking News . . .

## Additional Features in Employee Self Service

Exciting News ... not only will you be able to access your pay statements and W2s on our Infosync Ultipro Employee Self Service Website, there are additional features now available to you!! These features include the ability to view and/or change the following:

- Address
- Phone Number
- Emergency Contacts
- Tax Withholding
- Direct Deposit
- Current Pay Statement
- Pay History
- Prior Pay
- W-2
- Paid Time off history





**Infosync Employee Self Service**  
 Website: <https://infosync.ultipro.com>

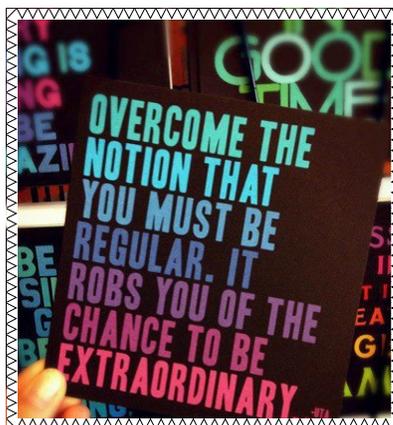
User Name - Last Name + 1st initial of First Name + Last 4 digits of SSN  
 Password - Employee birth date (8-digit format) - MMDDYYYY

EXAMPLE ~ User Name: smithj6789 Password: 01011985

YOUR INFORMATION:  
 User Name: \_\_\_\_\_  
 Default Password: \_\_\_\_\_  
 Changed Password: \_\_\_\_\_

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**Congratulations to the recently Promoted!!**

- Juan Rodriguez, RGM 12/11
- Michael Omara, Shift Manager 12/11

## INFORMATION REGARDING YOUR W2s

### Active Employee

- InfoSync will be sending packets with hard copy W2 on **1/31/13** to all stores so they should arrive early February.
- RGMs will distribute them ASAP upon arrival.
- If you should lose your copy, you may access it through the Infosync Employee Self Service website which you are currently going to now to access pay statements: <https://infosync.ultipro.com>
- Copies will be posted on the website in early February.

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**From Carl VanNostrand**

A big congratulations goes out to Doug and Robin for a successful opening week at our new Foxwoods delivery location.

They opened for business on December 24th and had a wonderful sales day of over \$1,800.

The team went from RTO to open in three days, then proceeded to crank out a \$16,600 week.



**Amazing job!!**

**Customer Compliment for #27920 (34th Street)**

“I am an Active Duty Military member stationed in Hawaii. I wanted to have a pizza delivered as a surprise to my girlfriend who currently lives in Gainesville Florida. Papa Johns flat out said it couldn’t be done. I called Pizza Hut store ID # 027920 and the manager Mary took care of everything! She was a delight to speak with and fully understood my situation, since she has a son in the military. She informed me that the address wasn’t within her delivery area and instead of giving me the number to the correct location; she took care of everything for me! I couldn’t be happier with Pizza Huts service and will be ordering exclusively from your organization in the future. Thank you so much for hiring quality employees like Mary!”

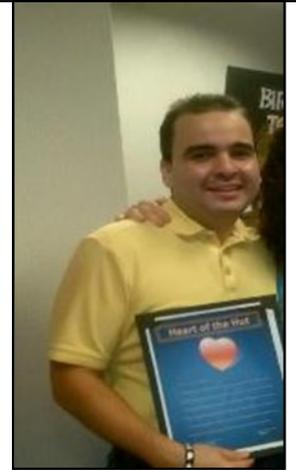
**YOU ROCK MARY!!**  
Thanks for being a great example for your team!

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**From Ruthie Davis (Orlando Central)**

Congratulations to Juan Rodriguez on his promotion to RGM of our North Semoran location. Already having a huge impact w/ great

leadership around customer service and speed. Welcome to the RGM role Juan! Remember, "It's all part of the magic"!



Congratulations to this period's Shift Manager promotes. I am excited to have Jason Boulanger moving up at Chickasaw. He is an amazing driver but as a results driven manager he is bringing a whole new perspective to the operations at Chickasaw. His urgency to drive service balanced with financial success is why he fits in so well with Debbie and her team.

ing Michael in this role for awhile and already is having a positive impact on the restaurant and team. He is all over

These two have the desire to be excellent. They take pride in their results and own them. That's how you



move a business and keep the customers coming back. When every manager has the same level of commitment and ownership you get consistent and predictable results on all shifts.

I also want to recognize Michael O'Mara from South Orange. We have been want-

the business and has the attitude of just get it done. Like his boss, James Samuelson.

That keeps our customers coming back and the team secure in their expectations. Thanks Debbie and James for making sure these guys are ready to rock....

A note about why these two are such good promotes.

## Meghan's Marketing Corner



Hi Everyone,

So 2013 is officially here and we are off to a great start! With our first week of January pulling in 9.5% sales growth, I would say we are headed in the right direction! Let's keep our great customer service, suggestive selling and local store marketing tactics going strong. Please have the correct POP in place and take down any "old" collateral such as the Hershey's Dunker contest piece, etc.



### **The Big Game Kickoff Payoff is coming back!**

It's that time of year again when families and friends are gathering around the television to watch their favorite football teams battle it out! This year the Super Bowl takes place Sunday, February 3<sup>rd</sup>. To raise excitement around the big game and help build our mobile club database, we will be running The Big Game Kickoff Payoff! If the Big Game's opening kickoff is returned for a touchdown, Pizza Hut provides the payoff with FREE PIZZA to anyone that's on the list! Customers are asked to text in to 89074 to get their name ON THE LIST!

Promo Dates: 1/28/13- 2/3/13

Support: Radio, email blast, in-store POP (counter cards)

Text Bounce Back Offers: \$7.99 Large 1-Topping

Contest POP will be auto-shipped to your restaurant. Please display upon arrival. Stay tuned for more details...

***Happy Sales!***

## Guy's Training Corner



As most of you know we have been on a journey for approximately three years moving from an old and out dated training system to a more updated e-learning training system.

This change started with the BCM training a few years ago; then, we added Food Safety training for Team Members. Finally we have embarked on a journey that updates our management training system.

In early 2012 we added the LEAD Shift Manager Training. Nearly all RGM's have completed this training. If you haven't done so already, I would ask that you please complete the training as soon as possible, as you (the RGM) will be training this portion of LEAD. All Guided Practices and Skills Observations should be completed by the RGM and Area Coach for this training level. All RGM's should be capable of training LEAD Shift.

Currently I am working on a roll out strategy to bring LEAD ASST and LEAD RGM to life at CFL Pizza. Because there are so many changes, I want to send a message that hopefully will help with this transition. I will start with the basics in this newsletter and go into more detail in the future.

In February there will be an RTM meeting. After that meeting, RTM's will understand the flow of LEAD and what part they will play. Here's a few basics:

- Converting Developing Champions to LEAD Management Training.
- LAS (Leading A Shift) is now LEAD Shift Management Training.
- LAR 1 (Leading A Restaurant) is now LEAD ASST.
- LAR 2 is now LEAD RGM.

The training layout looks like this:

- LEAD Shift Management training is completed by the RGM with follow up by the Area Coach.
- LEAD ASST Management training is completed by the RTM's with follow up by the RTM and Area Coach. The training employee will remain in their restaurant during this training and meet with the RTM a minimum of one time a week.
- LEAD RGM Management training is trained by the RTL (GUY) and follow up is completed by the RTM's and area Coaches. This training will be held centralized at the office. Outlying areas will have the opportunity to have training conducted in their areas too.

### Workshops:

All Workshops will be trained centralized except for Communication and Delegation Follow up which will be trained by the Area Coaches in their areas. The RTL (Guy) will train all other Workshops at this time. I have a calendar of dates for trainers to assign individuals to these Workshops. In the future I hope to include the three Workshops in LEAD ASST into the RTM training that will be conducted for that training track. Currently the Workshops that are in LEAD RGM will be incorporated into the LEAD RGM Course trained centralized.

Wow, that was a lot of information but it only scratches the surface. Keep an eye open for more information to come. Always remember if you have a question, don't be afraid to ask. I'm making this as easy of a transition that I can so email me if you don't understand your part in this training.

More to come...

Are you enrolled with our medical insurance? You have additional services available to you for free.

Dedicated PHAs (typically registered nurses) are assigned to you when you call and will assist you navigate healthcare and insurance related issues. See the flyer below for examples of their services:

Call 866-695-8622 – State that you are with Celebration Restaurant Group

**Exclusively** for Health Advocate Members



**HealthAdvocate**

# Your Lifeline for Healthcare Help

Top Reasons to Call Us...  
866.695.8622

### Find the right doctors

We'll also locate the right hospitals, dentists and other leading healthcare providers anywhere in the country.

### Schedule appointments

We can help expedite the earliest appointments with providers including hard-to-reach specialists and arrange treatments and tests.

### Help resolve insurance claims

Our experts get to the bottom of your issue to assist with negotiating billing and payment arrangements.

### Assist with eldercare

We address senior issues such as Medicare and related healthcare issues facing your parents and parents-in-law.

### Get cost estimates

You'll receive estimates of common medical procedures in your area to help you make informed decisions.

### Work with insurance companies

Our team works on your behalf to obtain appropriate approvals for needed services.

### Answer questions

We help you become informed about test results, treatments and medications prescribed by your physician.

### Assist in the transfer of medical records

We'll also handle the details of transferring X-rays and lab results.

...and much more

## Help is Only a Phone Call Away

You will be assigned a Personal Health Advocate. You, your spouse, dependent children, parents and parents-in-law are eligible to use our service.

866.695.8622

[HealthAdvocate.com/members](http://HealthAdvocate.com/members)