



# NEWSLETTER

April 6, 2020

“A Noticeably  
Better Team  
Providing A  
Great Guest  
Experience Every  
Time”

Greetings QRC Family,

For the restaurants that are still operating.....Thank You!

Thank You for your understanding and flexibility it's taken to move from day to day during these first couple of weeks of the unknown.

Thank You for your perseverance it has taken and will take to create a new normal both during and after this crisis.

Thank You for your optimism as we work toward bringing our teams back together soon to put your restaurants and QRC back together.

Take some time today to call:

Your Mother & Grandmother

Your Father & Grandfather

Your Children & Grandchildren

Your Brothers & Sisters

Your Friends

Your Team Members & Managers

## Human Resources Corner – Kristi White, Director

I just wanted to take a moment to say thank you for all the questions and concerns that have been sent to me. I know that in these uncertain times, there is a lot to navigate through. I also understand that there is a lot of miscommunication out there, so I would like to take a moment to clear some of it up.

We as a company are not filing unemployment on your behalf. If you wish to participate, then you must apply through the state. Please make sure to file your weekly certifications. The states will back pay from the first day you filed as long as you are filing the weekly certifications. We are working with the

states to make sure that unemployment can be paid out quickly. The states take an average of 3 weeks before there is a payout.

I have added multiple resources to the webpage, but please understand that these programs are not affiliated with the company. If the site is no longer giving out resources or is not working, please let us know so we can remove it. I will continue to add resources as I find them.

## Rick's Picks on Netflix

Ozark (season 3) Start from season one.

Uncorked

Spenser Confidential

Send me your favorites and I will post them in the next newsletter

## Popular Trending Books

Quantum Roots II: Worm Holes (Paperback) ...

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Matching Configurations: QUANTUM ROOTS III (Paperback) ...

The Pandarus File (Paperback) ...

Why They Stay: Sex Scandals, Deals, and Hidden Agendas of Nine Political Wives (Paperback) ...

The Well House III: The Redemption (Kindle Edition)

## Good news stories:

Ralph and his team at North Parkway were very creative this past week. Place an order and get a roll of toilet paper for free. The reaction from the guest was priceless. Thanks Ralph for all you are doing!



Comments: We had a fantastic experience today with Ralph and his crew at the North Parkway Applebees in Huntsville, AL today. Everyone was very friendly and the food was exactly as we had ordered AND nice and hot. Also, we got a complimentary roll of toilet paper with our order! Way to go Ralph! Keep up the good work!

Great job from Team Starkville. I bet our guest know we are open!



## The Month of April's \$3.00 Employee Meals Are (limit 4 meals per order)



4/7/2020	Cheeseburger and Fries
4/14/2020	Chicken Basket and Fries
4/21/2020	Three Cheese Chicken Penne and breadstick (no brochette)
4/28/2020	Bacon Cheddar Grilled Chicken Sandwich and Fries

When coming to pick up your order, please remain in your car and we will bring it out to you.

### Team Member Safety

In an effort to keep our team members safe delivering food to our guest, we have instituted the following procedures:

### CARSIDE SAFETY PROCEDURES

Set up a table and label for to go orders to be placed on so that the delivery people can then pick them up off the table (preferable at the most visible entrance)

- Have designated 6 foot distance from the delivery table marked with tape on the ground and have signage that explains.
- Carside specialist places food on the table, then backs away 6 feet for the guest or delivery person to then pick up.
- Use TED devices to process credit cards unless guest specifies otherwise
- Disinfect delivery table after every pick up is made
- Gloves worn by our Carside specialist and change out after every order is picked up
- Stay 6 feet from all individuals picking food up.
- Specialist to set food on a table outside under a tent when guest arrives along with a TED if necessary for payment.
- Utilize hot bags at every location to keep the food hot.
- Have a supply of cheap pens for the guest to use to sign their credit card receipts. Disinfect after each use.
- All guest facing crew are allowed to wear a mask if they choose.

In closing, we just want you to know we are working tirelessly on a plan to get the restaurants reopened as soon as possible.

Sincerely,  
Fred Gustin  
Kurt Guttshall  
Charles Galloway  
Rick Houser