OUR VALUES: BE HONEST•BE POLITE•ALWAYS DO YOUR BEST

THE JRN CONNECTION
Published for the benefit of all employees

Volume 2 Issue 13

JUNE 1996

HQSC 103's

The following stores received a perfect HQSC score of 103 during the month of May:
1. Effingham, Illinois, (Manager Ronnie Shaw)
2. Tate's Creek, Lexington.
3. Tony Harris
4. Grundy, Virginia, (Manager Mark Stewart)

Congratulations!

New Managers

We would like to welcome to the JRN family the following New Managers:

- Jennie Davis, Effingham, Illinois
- Glen Edwards, Vinton, Virginia
- Ronnie Shaw, Mt. Vernon, Illinois

Welcome Aboard!

We would also like to take this opportunity to Welcome Back Gary McCoy! He began his KFC career with JRN in Columbia, Tennessee and is currently working at KFC Shelbyville, Tennessee. Glad to have you back!

President AKFCF

Effective June 1, 1996, David G. Neal was elected as the President of the Association of Kentucky Fried Chicken Franchisees representing the interests of over 700 KFC Franchisees in the United States, Canada, Mexico and throughout the Caribbean and Latin American countries.

Congratulations David, we know you will represent the Association well.

New Area Code

Effective July 1, 1996, parts of Virginia will have a new area code: 757. KFC stores affected will be Williamsburg, Suffolk and Lightfoot.

Quote for the Month

"An Optimist is a person who sees a green light everywhere, while the pessimist sees only the red stop light."

"The truly wise person is colorblind."

—Albert Schweitzer

JRN Highlights

Beginning this month, we will be highlighting our employees at JRN and their Anniversary (hire) dates for each consecutive month.

We have attached a copy of a report of everyone who was hired during the month of June from 1970-1996. The report is current as of June 12, 1996.

Congratulations Employees, new as well as seasoned! Look how we've grown!
If by chance you believe your hire date on the attached report is incorrect, please contact our Payroll Department: Jackie Butler, Supervisor, extension 215, Kim Grooms, extension 227, or Kim Rife, extension 232 and they will be able to assist you.

—David G. Neal, Vice President Operations

### Rambos in Pinstripes?

As a group, CEOs tend to be very independent and have high needs for autonomy. The more entrepreneurial they are, the stronger their need is to be in control. But many are poor communicators. They are good at developing a vision, and they think they have communicated it, but frequently their strategy isn’t widely understood. As a result, these leaders get confused and frustrated, because their people aren’t doing what they think they have told them to do. They become critical of others and suspicious. This creates more barriers.

Many are also hobbled by self-importance, which keeps them from hearing feedback and prevents them from being objective about their own strengths and weaknesses.

<table>
<thead>
<tr>
<th>The JRN Connection</th>
<th>“Howdy” Sanitarian</th>
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<tbody>
<tr>
<td>“A KFC Manager who had just received a large bonus was waiting in line with his wife to get his driver’s license renewed. He was frustrated at how long it was taking and grumbled to his wife, “I have a lot to do. Don’t they know who I am?” Upon which she replied, “Yeah, you’re a plumber’s son who got lucky.” Her remark really go to him. It drove home how far he had gotten caught up in his sense of self-importance. “Moral of the story: No one is an island unto himself/herself. We are all equal, and we all need each other.” —Forbes Magazine excerpt; adaptations made</td>
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<td>The Quality Corner</td>
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<td>Paperwork Review</td>
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<td>Communication opens the door to a relationship and education. —Restaurant Hospitality excerpt</td>
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Victim? or Responsible

You can either be a victim as many people are today, or you can stand up and be responsible.

Relate this to HQSC: Are we pointing the blame at other people like our untrained employees, our “Employees who these days do not want to do what you tell them,” or people who do not care. Or, are we being responsible: acknowledging that we may need to be better trainers, acknowledging that we need to be more effective in directing and communicating with our employees.

If we are a victim, we will look to assign blame. If we are responsible, we will realize we own our results.

If you own your results, then, and only then, can you take action to achieve great results. Until then, we are only hoping that we have someone to blame for the bad results, until we can take credit for great results.

—Tim Rook, FOM

Community

“Letters to David”

On June 1st and 2nd, the Children’s Miracle Network held a National Telethon to raise money for terminally ill children. There was also a local telethon, which my wife Elaine wanted to become involved in. She made 10 small hand-crafted bunny rabbits. Two were five feet tall, (vacuum cleaner covers), among other crafts which she donated on behalf of JRN/KFC. In return, we wound up with 31 spots mentioning “our sweet friends at KFC”. They held a drawing every hour for pledges over $25.00 for one of her rabbits.

After the telethon, Elaine wanted to do more! She has now taken the task of making a rabbit for each child in the Intensive Care Unit, present and future, also all of the children who are chemotherapy out-patients on behalf of JRN/KFC.

I personally feel this is a true example of the Spirit of the entire JRN family...I think this deserves an honorary “Babe” Award.

—Dudley Webb, Manager Warsaw, Virginia

Thank You

The following letter was written to the Manager of our Williamsburg, Virginia restaurant, Elizabeth Brown:

“Dear Ms. Brown:

Just a note to let you know, with your help, our picnic was a great success! Your assistance in planning the menu, the quantity of food and the prompt pick-up service time made my job as hostess of 150 people stress free and simple!

Our guests all had great compliments on the food and were shocked when told our caterer was KFC. They could not believe it was not all home cooked food. I would highly recommend your staff, you, and the establishment to all!"

—Cathy McLean, Williamsburg, Virginia

Praise People

We need to remember that some things for some people are so difficult that we need to praise them for getting it close to correct, and then positively coach them on how to get it totally correct. Imagine the first time you made scratch biscuits, with the 30 plus steps of procedures. If you waited until you got all the steps before someone said “Nice Biscuits” we may still be waiting.
Tell your employees and managers when they are making progress, even if they have not yet got it quite perfect.
—Tim Rook, FOM

**Bucket Packing**

Below is a

Recommendation for 12-16 piece bucket packing:

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<tr>
<th>No</th>
<th>Type</th>
<th>Pack</th>
<th>Comment</th>
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<tr>
<td>12</td>
<td>OR, TR</td>
<td>Mini-bucket</td>
<td>1-2&quot; head space</td>
</tr>
<tr>
<td>12</td>
<td>Mixed, OR, TR, ETC</td>
<td>Mini-bucket</td>
<td>Ripco used between TR and OR/ETC, TR on bottom</td>
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<tr>
<td>12</td>
<td>ETC</td>
<td>*Mini bucket</td>
<td>Tight fit</td>
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<tr>
<td>16</td>
<td>OR, TR</td>
<td>*Mini bucket</td>
<td>Tight fit</td>
</tr>
<tr>
<td>16</td>
<td>Mixed, OR, TR, ETC</td>
<td>*Mini bucket</td>
<td>Up to 8 pieces of ETC; TR separated by Ripco, TR on bottom</td>
</tr>
<tr>
<td>16</td>
<td>ETC</td>
<td>*Mini bucket (12) and Dinner Box (4)</td>
<td>Tight fit</td>
</tr>
</tbody>
</table>

*Note: You may choose to substitute 16 piece barrel for these packs.

**“The Hard Way...”**

The easy way is efficacious and speedy—the hard way arduous and long. But, as the clock ticks, the easy way becomes harder and the hard way becomes easier. And as the calendar records the years, it becomes increasingly evident that the easy way rests hazardously upon shifting sands, whereas the hard way builds solidly a foundation of confidence that cannot be swept away.”

—Colonel Harland Sanders, copyrighted 1937

**Seniors Support KFC**

Thank you David Strauss, Manager of the Kentucky Fried Chicken in Humboldt, Tennessee for your support!

The Gibson County Seniors who are participating in the Bowling Competition were all given a Kentucky Fried Chicken dinner! Also, the coleslaw for our Veterans Luncheon was also donated by Kentucky Fried Chicken Humboldt!

*Be sure to visit David at KFC to show your appreciation!*

—Gibson/Bradford County OOA Seniors

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**Comments**

The following customers took the time to call 1-800-CALL-KFC and report what a pleasant experience they had while dining at your restaurant. We want to thank-you for you and your team’s hard work and integrity:

**Olney, Illinois. (Manager JoAnn Powden & Team):**

Customer stated she went into the restroom and washed her hands and accidentally left her rings on the sink. She stated the employees found her rings, put them in an envelope for her and kept them safe until she called back to claim them. Customer wanted to commend these employees for their honesty.

—Marsha Scott, Lawrenceville, IL

**Athens, Tennessee. (General Manager Daron Douglas & Team):**

Customer stated that Manager Daron was extremely professional and very helpful in reference to a problem she previously experienced with this unit.

—Karen Smith, Athens, TN

**Abingdon, Virginia. (Manager Robert Dicks, “Sandman” & Team):**

Customer stated he received excellent service from the manager when he stopped to order hot wings.

—Larry Thomson, Jonesborough, TN
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<thead>
<tr>
<th>Location</th>
<th>Name</th>
<th>Date</th>
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<tbody>
<tr>
<td>OPERATIONS-KUESTER-807</td>
<td>KUESTER</td>
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<td>PALMER</td>
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<td>OPERATIONS -805</td>
<td>NEAL</td>
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<tr>
<td>OPERATIONS -805</td>
<td>NEAL</td>
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<td>RICH. RD, LEXINGTON, KY KFC</td>
<td>STACY</td>
<td>06/01/96</td>
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<td>COLUMBIA, TN KFC</td>
<td>KIMES</td>
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<td>PITTMAN</td>
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<td>BROWNSVILLE TN KFC</td>
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<td>ORANGE AVE, ROANOKE VA KFC</td>
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<td>TERRY</td>
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<td>WILLIAMSON RD ROANOKE VA KFC</td>
<td>HARTMAN</td>
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<td>PEACOCK</td>
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MARION IL KFC
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WISE, VA KFC
CHATSWORTH, GA KFC
METROPOLIS IL KFC
LYNN GARDEN KINGSPORT TN KFC
PATTON AVE. ASHEVILLE, NC
ELECTRIC RD, ROANOKE VA KFC
HANSON AVE, FBURG VA KFC
CAVE CITY, KY KFC
LONDON, KY KFC
SEMINOLE, MADISON HGTS, VA KFC
N. ROAN, JOHNSON CITY TN KFC
ROBINSON IL KFC
MANCHESTER, TN KFC
KANNAPOLIS NC KFC
PIGEON FORGE TN KFC
EMMET ST, C'VILLE VA KFC
HERRIN IL KFC
COVINGTON TN KFC
LONDON, KY KFC
VOL. PKWY BRISTOL TN KFC
LYNN GARDEN KINGSPORT TN KFC
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HUMBOLDT TN KFC
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MASSAPONAX VA KFC
LAKE CITY, TN KFC
RICHMOND, KY KFC
ROBINSON IL KFC
W. MKT ST BRISTOL TN KFC
WISE, VA KFC
LEE HWY BRISTOL#3 VA KFC
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MILLER
KAVANAUGH
MULLINS
STOLARSKI
PEARL
SHORT
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LUCAS
HORTON
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CABLE
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EDWARDS
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HENSLEY
SPIKER
STEWART
WALDRON III
BRENTS
KING
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ASLINGER
HENSON
TINGLEY
HEAD
COLLINS
WORLEY
FRANKS
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BETTY L.
AMY M.
TWANNA R.
HEATHER R.
DAVID
SHEILA R.
SEAN PHILLIP
FRANCISCO
FLETCHER J.
ALONZO J.
RITA E.
JOHN B.
ALFRED
CHRYSTY MARIA
LANCE R.
MIRANDA N.
SHEILA T.
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CARLOS E.
ANNE M.
EDITH DIANNE
TRACI N.
THOMAS J.
JAMES N.
JAMES M.
OWCONE M.
DELMUS T.
RAVEN C.
TRACY L.
VIRGINIA N.
ANGIE D.
MELISHA R.
JERA L.
TRACY L
JONI A.
MELAINE
KATHY D.
JOSHUA D.
ELIZABETH D.
CARL RICHARD
MICHELLE L.

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