



Welcome to the March 2015 issue of the RAMMP Report.

We are all about team and we love to show off the great team achievements we have here at MR MIKES. Not to brag, but this issue features some of our great team members, having fun while giving back to the communities we are proud to operate in, sharing some insight into what makes them great, and celebrating another addition to our family. We have a lot of great things going on that we want to tell the world!

Goooo Team!





Our Guests are Teammates too!

During the holidays, MR MIKES held their second annual "Deeds Well Done" contest. It showcased our guests doing really good deeds in their communities. This year, nominees were entered into the contest to have a chance to win 1 of 24 prizes of \$100 MR MIKES gift card and \$500 towards their charity of choice. Over the six weeks of the campaign, there were over fifty entries with people across BC, AB, and SK and we gave out prizes in 22 of our communities.

Here are highlights of some of the winners and the great work they do in the community.

Desmond Calgary, AB

Des started his own charity called **Des Fights Cancer** where he raises money for those who have been affected by cancer but don't have the financial means to pay for all their needs while going through treatment. As a result, Des donates over 100 hours each year to put together one night where people from all over Calgary come together to raise money for a great cause. The next event is January 22nd and he aims to raise over \$15,000 in one night.

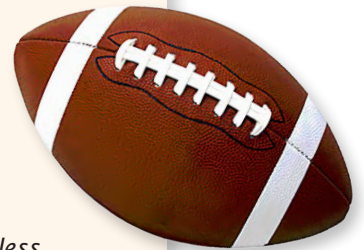


Tracy Port Coquitlam, BC

My girlfriend and her family prepared multiple 'care packages' containing food and clothes to give out to over 100 people in downtown Vancouver. They prepared for days and a truly selfless act made an impact on many many people. Unfortunately, no pictures were taken due to the rain, but the truly selfless act made over 100 homeless people have a happy holiday.

Colin Regina, SK

Colin who is my father, spends the majority of his time volunteering for a charity or trying to give back to the community. He is a WA-WA Shriner. This special group of people look after and support child burn victims and make sure they get the treatment they need and deserve. He also gives a lot of his time to RMF (Regina Minor Football), he has been coaching for a number of years now to make sure kids get the chance to play and have fun. On top of all of this, he helps DFS (Dress For Succes) which helps unprivileged women get proper clothing and the tools necessary to go for a job interview. My father dedicates countless hours to many volunteer charities just to see people smile. He definitely has Deeds Well Done.



Melissa Red Deer, AB

This amazing lady reached out to the city and created Christmas blessings for the homeless. She spent most of her Christmas holidays gathering donations and handing them food, and hot coffee to those that live on the streets of Red Deer. She goes out every couple nights in the cold to make sure everyone in Red Deer has a good holiday season as well as full bellies! She never asks for anything in return and picked up all donations on her own time and at her own expense.



Teamwork In the Community

Like we said, giving back to the communities in which we live and work is one of the driving values of RAMMP. And the cold didn't stop us, so check out these great initiatives we were a part of over the last few months.



MR MIKES served up Mikeburgers at the World's Longest Hockey Game in February which lasted 10 days. Yup, you heard us right, 10 days straight! During that time, our Slave Lake, Bonnyville and West Edmonton Mall locations donated \$1.00 from the sale of every Mikeburger to the foundation, raising \$2,000 for the cause. In addition to the donation, franchisee Mike Naim volunteered as a referee. Great job Mike.

RAMMP also supported the event by sponsoring a MR MIKES rink board and running a social media poll on our Facebook page to increase awareness. In case you didn't know, Alex Burrows won.



Teamwork In the Community (continued)



Our MR MIKES Fort St. John location was back at the Crystal Cup this year ready to serve some ice cold Antler Ale and Big Horn Lager. This annual pond hockey tournament brings residents of Fort St. John together. This year our MR MIKES Fort St John location had an amazing ice bar.



MR MIKES Slave Lake was out flipping Mikeburgers for the towns annual Frost Fest again this past February. This initiative is all about getting out in the community to thank our loyal guests. That's a long line! They must love their Mikeburgers.

Lethbridge supported the United Way again this year with their annual Tip a Cane Night. Players from the Lethbridge Hurricanes, their local WHL team, came out to pair up with our servers for the night. All tips were donated to the United Way that night with a total donation of \$503.75! Great job team!



MR MIKES Team Members in the Spotlight

What helps a brand to succeed? A huge part of the success is the team you work with! Here at MR MIKES we love to be loud and proud of the great people we have working with us. They interact with our guests every day and help to make a difference in those guest's lives. Each individual contribution is an important asset and we want to celebrate our people and their achievements. Here are a few of our team members in the spotlight.

Ashley Hunter

Restaurant General Manager
at MR MIKES, Bonnyville, AB



How did you start working at MR MIKES SteakhouseCasual?

I started working here in January 2013, when the restaurant opened in Bonnyville. I moved here from Ontario a day before training began, so I was fresh to the town, but felt fortunate to be a part of the opening crew as a server. Within that first year at Mr. Mikes Steakhouse Casual I had quickly advanced to Supervisor, and then later the GM.

What part of your work at MR MIKES do you like best?

I enjoy the people that I get to work with, and I strongly believe that a great team is driven by everyone working together, backed by proper management. I'm extremely grateful for the opportunities I've gotten here.

What's the most memorable moment you've had at MR MIKES so far?

That would have to be when our team won three prestigious awards at the Lakeland Business of the Year Awards for Customer Service Excellence, Community Involvement and Most Promising New Business. It was an incredible honor to be acknowledged for the hard work and dedication our team has put into the community, including COPA for Kids, Chili Cook Off, and Kids in the Kitchen.

If you were an item on the MR MIKES menu, what would you be and why?

I would be a Sirloin Steak with Crab Legs. It is my perfect match on the menu. The Sirloin is a classic steak and the crab legs are appealing and add an innovative edge to the plate. It leaves guests satisfied every time - which is my main focus when it comes to my job.

What's your dream vacation destination?

A beautiful, warm beach somewhere in Costa Rica.



Julio Camacho

Acting Kitchen Manager
at MR MIKES, Regina SK



When did you start working at MR MIKES SteakhouseCasual?

October 2013. This fall my wife and two sons were finally able to move from Mexico to Saskatchewan to live here with me.

What do you do at MR MIKES?

I order the food and hire and train the cooks. Then each day, I make sure everything is prepped, stocked and ready for the day. Then the best part is cooking on line as part of a team, getting our guests the great food they expect as fast as possible.

Tell us the story of the best moment you've had at MR MIKES so far?

The positive guest feedback from our successful Regina store opening. One table commented to the manager how much they enjoyed watching the "chef" smiling and joking for their entire visit while the restaurant was so crazy busy. It seems like the open kitchen at MR MIKES allows guests to appreciate more what the kitchen is doing when the restaurant is busy.

What are you looking forward to in the coming year at MR MIKES?

I'm new to the community, so I will be hopefully getting permanent residence for myself and my family in the next month or two.

What's your favourite item on the menu?

The sirloin peppercorn fettuccini. It's a big, delicious meal that gives me energy for the entire day!

If you could take a vacation anywhere, where would you go?

Vera Cruz, Mexico to see my family



MR MIKES Team Members in the Spotlight (continued)

Jolene Salanski

General Manager at MR MIKES
Cranbrook and Okotoks locations



When did you start working at MR MIKES SteakhouseCasual?

October 2012

What do you do at MR MIKES?

I manage all aspects of the restaurant, including staffing, guest satisfaction, leadership, and training, and I make sure day-to-day operations run smoothly.

What part of your work at MR MIKES do you like best?

I enjoy working in Guest Satisfaction and Staff because I love meeting new people and watching them have a great experience at the restaurant. I like to run a great work environment where all my staff are having fun at their jobs. It means a lot when one of my employees tells me they love to come to work.

What are you looking forward to this year at MR MIKES?

Pushing myself to be a great leader in both Okotoks and Cranbrook locations, and making them the best in each community.

What's the best moment you've had at MR MIKES so far?

Probably on Earth Day last year when a guest came in and proposed to his girlfriend. They had their meal by candlelight and then as we turned the lights back on after an hour of darkness, our staff were standing there with a sign that said, "Will you marry me?" I walked up with the ring, he got down on one knee and she said yes.

What community activities have you been involved in so far?

Taste of Cranbrook, Relay for Life, Kids cancer fishing derby, BBQ fundraisers for local families in need, and the local WHL hockey team. My mom passed away from cancer when I was younger and it just makes me feel good as a person to help others in times of need, in the same way I was helped.

If you could take a vacation anywhere, where would you go?

Hawaii has always been a dream destination for me. I have always wanted to travel all the islands, learn the culture and experience the food.



Kirsti Shanks

Server at MR MIKES Coquitlam, BC

When did you start working at MR MIKES?

November 2011

What do you do at MR MIKES?

I serve our guests and act as a leader on duty when needed. I try to go above and beyond guests' expectations whenever I can to enhance the guest experience.

What part of your work at MR MIKES do you like best?

The staff! Everyone here gets along so well together. We are a big family and it's really nice to have such supportive and caring people to work with.

Tell us the story of the best moment you've had at MR MIKES so far.

Coming to work every day is enjoyable with the great staff we have. The staff parties we have had over the years have also been a lot of fun.

What community activities have you been involved in with MR MIKES so far?

Last year I worked with the MR MIKES team at the Canada Day barbeque, cooking and selling Classic Mikeburgers in a tent at Lafarge Lake in Coquitlam. It was a really fun time.

If you were an item on the MR MIKES menu, what would you be and why?

I would be the "Chicks Dig It" cocktail. It's one of my favourite drinks, especially in the summer.

Where's your dream vacation?

Thailand has always been somewhere I have wanted to travel. The beaches, different wildlife and culture all appeal to me.





Congratulations Saskatoon!

We are happy to announce that on February 2, 2015 we opened our 25th MR MIKES location - Saskatoon, SK. We want to thank everyone for their hard work and for the success of the opening.

Opening Soon 2015

Dauphin • Peace River • Hinton
Cochrane • Whitehorse • Estevan
Drayton Valley • Camrose



Conference 2015

We look forward to seeing everyone at our RAMMP Conference in May 2015 at the Pan Pacific Vancouver. Make sure to book your hotel rooms if you have not yet done so.



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May 12
2015

Building Great Teams

Seven Steps to Coaching Your Employees to Success

By: Katherine Graham-Leviss - Entrepreneur.com

Many employers sit their workers down once a year for a review. At that time, the employee finds out what they've been doing right or if there are areas in need of improvement. But what happens the other 364 days of the year?

Coaching is a different approach to developing employees' potential. With coaching, you provide your staff the opportunity to grow and achieve optimal performance through consistent feedback, counseling and mentoring. Rather than relying solely on a review schedule, you can support employees along the path to meeting their goals. Done in the right way, coaching is perceived as a roadmap for success and a benefit. Done incorrectly and employees may feel berated, unappreciated, even punished.

These seven steps, when followed, can help create a positive environment for providing feedback.

Step 1: Build a Relationship of Mutual Trust

Step 2: Open the Meeting

Step 3: Get Agreement

Step 4: Explore Alternatives

Step 5: Get a Commitment to Act

Step 6: Handle Excuses

Step 7: Provide Feedback

[Click here for the full story](#)



This article is an excerpt from the book The Perfect Hire from Entrepreneur Press.



Every Person Matters in a Company, and There is No Such Thing as an Insignificant Position

By: Amy Rees Anderson - Forbes.com

Every single job in a company has vast importance, and far too often people lack an appreciation or an understanding of just how impactful each position is to the overall success or failure of a business.

In my many years as a CEO, I would often watch as employees across various departments would either feel that their position was the most important position in the entire company, or that their role simply didn't matter. Those who felt they were "better than" always thought their skillset or knowledge made them far more critical to the success of the company than someone who performed a "lesser" job than they did. Anytime employees felt this way I knew it was time for an immediate intervention. I came to learn that this "better than" attitude almost always stemmed from a complete lack of understanding of what went on in other positions throughout the company that they deemed to be "lesser than." When these situations arose, I intervened by making every employee spend a few days or weeks working in the various departments of the company in order to have them experience each role firsthand. I found that putting people through this additional training worked instant magic in helping them to have a greater appreciation for the importance of every other person in the organization.

[Click here for the full story](#)

(Photo credit: Wikipedia)

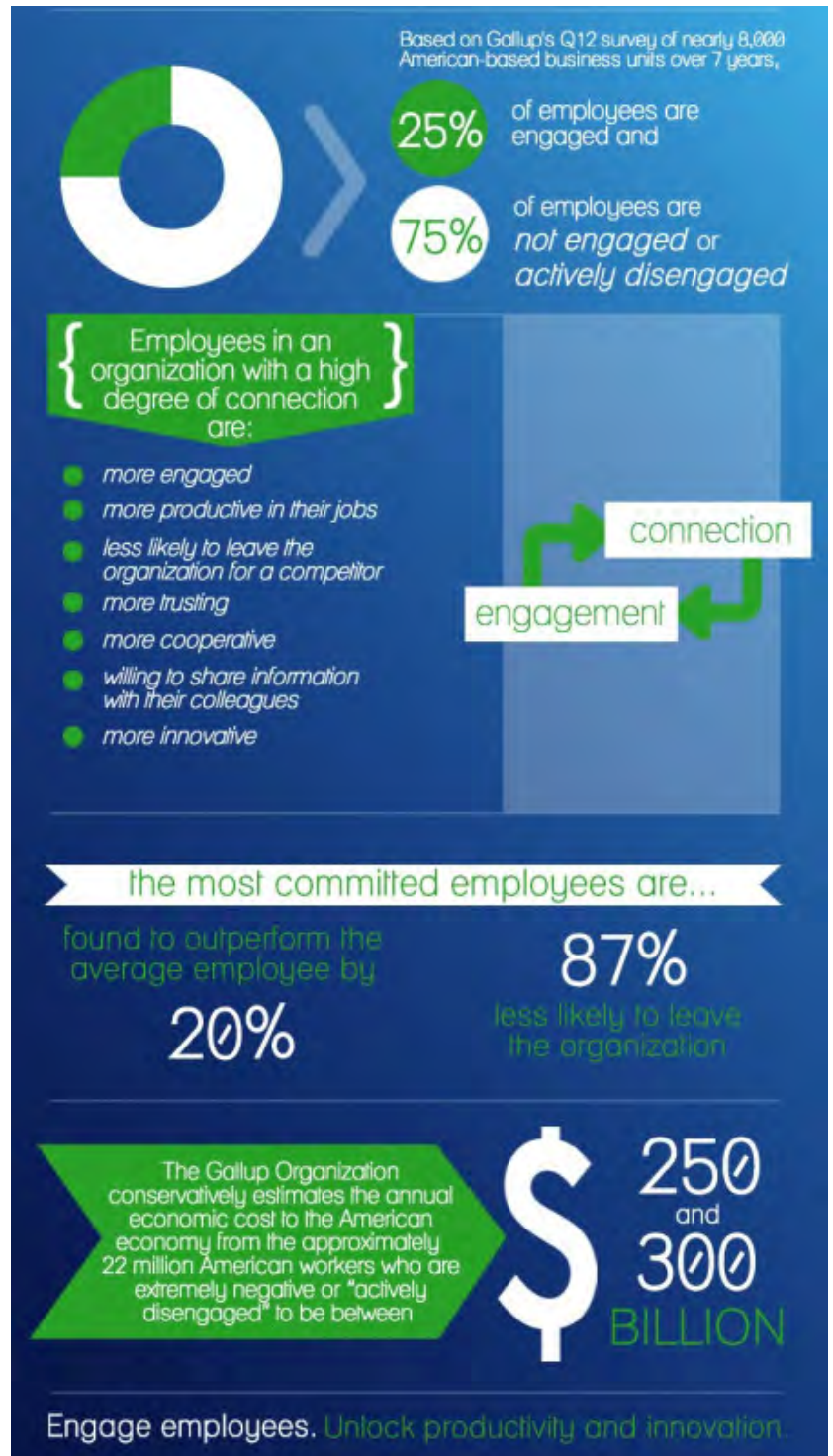
Teamwork Facts

Why does employee engagement matter?

“ Teamwork

Coming together is a beginning, keeping together is progress and working together is success.

Henry Ford



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