

Cash Handling Procedures

Managing Partner Responsibilities

The Operating Partner is personally responsible for maintaining the security of all cash in the Drive-In. Any unexplained cash variance will be deducted from the Operating Partner's bonus and or dividend. An "unexplained cash variance" is any daily cash shortage in excess of \$20 or \$100 per month that did not have a realistic and verifiable explanation. Acceptable explanations would include but are not limited to: an accepted counterfeit bill, Carhop "X" was short \$25 and performance was documented, or shortages for the month that can be verified that appropriate documentation was done and the shortages can be identified.

The Operating Partner is also responsible for maintaining the security of the cash found in rides, batting cages, bill changers and any other vending equipment at their Drive-In.

Carhop / Drive Thru Operator Responsibilities

Carhops and Drive Thru Operators are responsible for the cash in their wallets and changers or cash drawer (as applicable) plus the cash recorded to their assigned employee ID card. Before beginning their shift, they should verify the contents of the wallet and changer or cash drawer they are receiving. (Some Drive-Ins have the Drive Thru operator work out of a wallet and changer just like a Carhop and consequently eliminate the need for a Drive Thru cash drawer. This improves cash security and increases flexibility because the Drive Thru operator can then help "stall" Carhops as needed. (This is a recommended "Best Practice")

Carhops are to follow the 60/60 Rule – drop when you have taken in \$60 or every 60 minutes, (whichever comes first) to ensure the cash in their wallet and changer never exceeds \$60. They should also immediately drop every bill of \$20 or higher and periodically drop 1's, 5's & 10's to avoid the appearance of carrying large amounts of cash. This makes the Carhop and Drive-Thru operator a much less attractive robbery target. These cash drops are either to be made directly into the appropriate compartment of the stainless steel cash drop box or thru the Manager on Duty who drops the cash directly into the safe. The use of the drop box is highly recommended as a "Best Practice" but is not mandatory. Some Operating Partners elect to have the Carhops drop their excess cash directly with the Manager on Duty at which time they jointly verify the amount and record the amount of each drop. The drop is then stored in a locked safe or drop box.

Carhops can purchase additional change from the Manager on Duty during the course of their shift. The Manager on Duty is the only person allowed in to the change fund / safe during the shift.

Carhops must promptly report any refund requests, ticket changes, or complaints of any kind to the Manager on Duty to ensure the proper accounting of all cash.

Carhops must swipe their employee ID card for only one order at a time. Double or multiple swiping of the employee ID card slows down service and creates confusion and is expressly forbidden.

At the end of each Carhop or Drive Thru operator's shift, the Manager on Duty will perform a shift audit. At this point the Carhop or Drive Thru operator is responsible for the cash provided in their original wallet and changer or cash drawer plus any collected sales to their employee I.D card, or Drive Thru cash register. To complete the shift audit, the Carhop or Drive Thru operator begins by counting down their wallet and changer or cash drawer to its original starting amount. The balance of the audit procedure is covered in the following section "Manager on Duty Responsibilities".

Manager on Duty Responsibilities

The Manager on Duty is responsible for seeing that all cash handling tools are used daily. This includes any cash control systems in applicable POS and the Deposit Log (see exhibit-[Deposit Log](#)). The Manager on Duty is to verify the change fund every morning, at each shift change and at the end of the day. They must also verify wallets, changers and the Drive Thru cash drawer are at the correct level when they are assigned to a Carhop or Drive Thru operator and at the end of each shift.

The Manager on Duty also conducts the shift audits using the cash control systems in applicable POS. The Manager on Duty will: 1) verify the wallet and changer or cash drawer have been returned to their original starting amounts. 2) Show the Carhop or Drive Thru operator the appropriate audit report. 3) Provide the Carhop or Drive Thru operator with the cash from their compartment of the drop box (opened in the Carhop's presence) or the total of the management verified drops (if not following the best practice procedure).

At this point it is the Carhop or Drive Thru operator's responsibility to provide the Manager on Duty with cash totaling the exact amount of the audit report. Consequently, there should be no cash variance. Excess cash (if any) belongs to the Carhop and should be reported as tip income.

The actual exchange should go something like this:

Manager on Duty: Let's check you out. I need to verify your wallet and changer are back to their original \$45.00. The audit report shows your carhop I.D collected \$317.47 for your shift.

Carhop: (Carhop counts cash and remaining change and comes up with \$280.00)

Manager on Duty: OK, Let me double check that. (Manager on Duty counts cash and change) Right, \$280.00, that's \$317.47 less \$280.00 that leaves \$37.47 you still owe me.

Carhop: Ok here is the remaining \$37.47.

Manager on Duty: (verifies \$37.47) Great, all that's needed now is for you to enter your tips (in the appropriate place on applicable POS).

Carhop: (Enters tips)

Manager on Duty: All right! Thanks, see you for your next shift. Have a Super Sonic day.

As you can see, the above methodology should eliminate any opportunity for a cash shortage.

The Manager on Duty must also ensure the Carhop position is properly supported throughout the shift. It is recommended the fountain person, switchboard operators and Asst. Managers have wallets and changers to provide additional support to the Carhops when needed and maintaining proper cash accountability practices.

Cleaning and Maintenance Schedules

The cleaning and maintenance schedule provides you with the minimum weekly, monthly, semi annually, and annual tasks to do list. Tasks may be done more often depending on the volume of your Drive-In. The use of the maintenance schedule will greatly extend the operating life of your equipment and the appearance of your

facility. Upon completion of each task, initial and date each task. In the long run, use of the maintenance schedule will save you money in repairs as well as early replacement of equipment.

A sample schedule is included in the attached exhibits. (See exhibit-([Cleaning and Maintenance schedule](#))

Direct any questions about the cleaning and maintenance schedule to your Area Supervisor.

Check Cashing and Credit Cards

Accepting credit cards has been proven to be a great convenience for our guests. It also reduces the amount of cash handled at the Drive-In. DL Rogers Companies has contracted two companies to handle this part of our business.

First Data Help Desk (800) 767-3609 Cashless Program Helpdesk - Consumer Refunds, Credit Card Voice Authorizations, Billing Questions, Chargeback Assistance

First Data Prepaid Help Desk (888) 272-6549 MySONIC Card Related Issues - Balance Transfers, Offline Transactions, Bad Magnetic Stripes.

DL Rogers Companies Drive-Ins do not accept checks, however there are some exceptions. If the Partner and Area Supervisor determine that a particular Drive-In may accept checks IE: from the local School District or a Farm account, they must get approval from the Director of Operations.

It is strictly prohibited for any employee or partner to either cash personal or payroll checks at the Drive-In or to utilize a credit card to receive cash. Any violation of this may be dealt with thru disciplinary action.

Closing Procedures

The routine used to close each Drive-In at night will vary according to the sales volume, physical layout, training level and other legitimate business needs of the Drive-In. The development of that routine will also include attention to managing labor cost and Drive-In security. However, the overwhelming consideration will always be ensuring every late night guest receives the same excellent quality and service that every other guest received during the rest of the day.

No action is to be taken as part of the pre-close routine that in any way degrades the quality of our products or the level of service we provide to our guests.

Unacceptable practices would include but are not limited to:

- Cooking up additional food and holding it until close so equipment can be turned off and cleaned
- Closing portions of the Drive-In (including restrooms) to the public
- Holding product in unapproved containers so the correct containers can be cleaned
- Delaying guest service to complete closing “chores”
- Breaking down and cleaning any equipment that does not have an approved alternative production method
- Being “out of a product” to avoid re-cleaning a piece of equipment

Acceptable practices would include but are not limited to:

- Cleaning and filtering fryers which are no longer in use as dictated by sales
- Cleaning floors in low traffic areas
- Breaking down the chili warmer and cleaning it while holding chili on the grill per the method described in the operations manual
- Restocking condiments and paper supplies
- Cleaning, but not closing, the patio and playground areas

To ensure sales, guest service and security are maximized, all exterior lights EXCEPT the lot lights and canopy lights are turned off at close. All guests on the lot at the time these lights are extinguished are to be served. The Drive-In is to continue to accept additional orders until the latter of when all these guests are served or five minutes after these lights are turned off.

Any question about this policy should be directed to your Area Supervisor.

Convention Awards – Shawn/Rebecca's Changes

Every other year, DL Rogers Companies Partners, Area Supervisors, Directors of Operations, executive staff, and their families gather to network and have fun, learn more about our industry, plan for the future, and celebrate the successes of the preceding two years.

A major part of Convention is the presentation of awards recognizing the outstanding performance of many of our Partners from the previous two years. Award winners are selected based on an objective evaluation of performance and/or the judgment of the Convention Awards Committee. The Awards Committee includes the President, Chief Operating Officer, Vice President, and Corporate Communications Manager of DL Rogers Companies.

Our highest award, the Don L. Rogers Award, recognizes one individual who showcases unparalleled dedication to the SONIC brand and DL Rogers Companies. The Awards Committee selects one overall winner.

The Supervisor of the Year Award recognizes the top three Area Supervisors with the best results in the areas of operations, finance, and human resources.

The Operator of the Year Award recognizes the top five Partners with the best results in the areas of operations, finance, and human resources as determined by the Convention Awards Committee.

The Turnaround Operator of the Year Award recognizes the top five Partners who have made the largest improvement in sales, profit, and operational execution

The Rookie of the Year Award recognizes the top five new Partners, with at least six months of Partner service as of December 31st, who have made the largest contribution to the DL Rogers Companies organization

The LSM Award recognizes the top Partners who best utilize local store marketing programs to build sales and profits in their Drive-In. Nominees are submitted by their prospective Area Supervisors. From all submitted nominations, the Awards Committee selects the top five winners, all of whom are recognized at Convention.

The Food Safety Audit Award recognizes the Drive-Ins with the highest average Food Safety Audit score. The top five performing Drive-Ins are recognized at Convention.

The Mystery Shop Award recognizes the Drive-Ins with the highest average Mystery Shop score. The top five performing Drive-Ins are recognized at Convention.

The Speed of Service Award recognizes the Drive-Ins that consistently deliver orders to our guests with a sense of urgency. Metrics that will be considered include: Mystery Shop ave time, FanTrak speed score, and the percentage of tickets delivered “on time”. The top five performing Drive-Ins are recognized at Convention.

The Landscape Award recognizes the Drive-In with the best overall landscaping. Nominees – along with photos of the landscaping – are submitted by their prospective Area Supervisors. From all submitted nominations, the Awards Committee selects the top five winners, all of whom are recognized at Convention.

The Top Training Store Award goes to the accredited training store that has most consistently trained and developed management personnel for the entire DL Rogers organization. Nominees are submitted by their prospective Area Supervisors. From all submitted nominations, the Awards Committee selects the top five overall winners, all of whom are recognized at Convention.

The President’s Award recognizes the Partner who has set an exemplary standard in mentoring and developing their personnel. Nominees are submitted by their prospective Area Supervisors. From all submitted nominations, the Awards Committee selects the top five winners, all of whom are recognized at Convention.

The Gold Club recognizes the Drive-Ins with annual sales in the top 10% of the DL Rogers organization. First-time winners receive a SONIC ring containing one diamond. Past Gold Club winners with annual sales in the top 10% **and** a 10% annual sales increase receive an additional diamond for their SONIC ring. All eligible Drive-Ins are recognized at Convention.

The Diamond Club recognizes the Drive-Ins with annual adjusted profit in the top 10% of the DL Rogers organization. First-time winners receive a SONIC ring containing one diamond. Past Diamond Club winners with annual adjusted profit in the top 10% **and** a 5% annual adjusted profit increase receive an additional diamond for their SONIC ring. All eligible Drive-Ins are recognized at Convention.

Other awards presented at Convention include:

- Top annual adjusted profit percent
- Top sales percentage increase over the prior year
- Top adjusted profit percentage increase over the prior year

One award is given for each sales group (1, 2, 3, 4, or 5) within the company. Group 1 is the top 1/5th of DLR Drive-Ins as defined by annual sales volume. Group 2 is the second 1/5th, Group 3 is the third 1/5th, Group 4 is the fourth 1/5th, and Group 5 is the final 1/5th of DLR Drive-Ins as defined by annual sales volume.

The second and third place finishers in each of the above categories are also recognized during Convention (via slides) and receive a certificate by mail to their Drive-In recognizing their accomplishment.

Any questions about our Convention awards should be directed to the Awards Committee at convention@dlrogers.com.

Crew Scheduler

The scheduling of crewmembers is one of the most vital activities to take place each week. DL Rogers Companies requires the posting of a weekly crew schedule. All crew schedules must be posted a week at a time by Friday 5pm of each week.

DL Rogers Companies has provided a scheduling program that must be utilized in developing your crew schedule.

Failure to give an employee credit for all hours worked is one of the most frequent violations of the Federal Wage and Hour laws. There is no limitation under federal law on the number of hours an employee may work, except cases covered by the Child Labor Law, either on a daily or weekly basis. The law merely states that an employee must be paid for all hours he/she works and that he/she be paid an overtime premium for the weekly hours he/she works in excess of forty hours. If an employee is required to be at the Drive-In, they must be paid for their time, for example: If an employee has been scheduled at 5pm, you **cannot** ask them to NOT clock in because you don't need them yet. Employees who are off the clock **cannot** be asked to remain on premises. An employee who gets off at a specific time **cannot** be forced to remain past their scheduled time. A 'best practice' would be to **ask** the employee if he/she could stay over by possibly adding an additional incentive such as 'a free burger' in addition to the extra pay that would be received. Another example of a violation would be having crewmembers clock out at a specific time, but requiring the crewmember to continue working **after** he/she clocked out. If an employee 'clocks out' for a break, the break must be a minimum of thirty consecutive minutes. If not, the employee must be paid for the break. Examples: the employee is allowed a 'five minute smoke break'. That time must be paid for. The employee clocks out for a 30-minute break, chooses to stay at the Drive-In and is then asked to 'help out' during an unexpected rush after they've been on break for 15 minutes. The break-time must be paid for. All breaks given are to be a minimum of 30 min. or the employee must be paid for the break. The employee is free to leave the property when on a 30 min. break. Any violation of these labor policies will result in payment of any fines incurred by the partner and further disciplinary action up to and including termination.

Drive Thru

DL Rogers Companies requires that all Drive Thru POS units be fully and completely dedicated to Drive Thru only.

Donations

No food or packaging products other than cups, napkins, bottled water, Mints, Wacky Pack toys, or coupons may be donated to any charity or school group.

The Drive-In cannot sell or donate raw or uncooked product for resale. For more specific details see, Sonic Operations Manual, Quality Assurance Section.

The Drive-In cannot make cash donations. This does not prohibit local fundraisers with schools or other organizations provided that those fundraisers have been discussed with the area supervisor.

DR. Pepper Games

DL Rogers Companies Drive-Ins are required to participate in the Dr. Pepper Sonic Games. All DL Rogers Companies Drive-Ins will automatically be enrolled by the Communications Director. If a drive-in doesn't complete or participate in all rounds to include the bonus rounds, D.L. Rogers will charge the store the amount paid for entry fees. Area Supervisors are responsible for ensuring that each Drive-In has the required material and that it has been rolled out to the respective Drive-Ins. (See DL Rogers Companies Admin P&P for a list of allowed expenses)

Emergency Closings

In the event of an emergency (robbery, fire, power outage, flood, weather, etc.) requiring a Partner to temporarily close their Drive-In, they should follow the following procedures. First, if possible, contact your Area Supervisor with the details of the situation before closing. Second, keeping in mind the safety of your crew members, The Partner is encouraged to follow all instructions of local emergency management & law enforcement or public safety personnel. Ultimately, The Partner of the Drive in is responsible for the safety of his guests and crew. Take prudent steps immediately to protect the safety of our employees and guests and then take the steps to protect company property and assets.

Questions about emergency closing procedures should be directed to your Area Supervisor or Director of Operations.

Electronic Message Center (EMC)

Most DL Rogers Companies Drive-Ins have EMCs (Electronic Message Centers). The EMC displays advertising of Sonic's national promotions and may include some regional or local promotions. The Director of Operations must approve all regional or local promotions. After approval, the Director will contact our Corporate Communications Director for implementation.

For maintenance issues with the EMC, contact Partnernet Help desk at (888) 282-4392. If you believe your EMC is displaying an incorrect message, contact your Area Supervisor.

Excellence Report

Here at DL Rogers Companies we are striving for Excellence without Exception. One of the ways we monitor each Drive-Ins operational performance is through what we call our Excellence Report. This program tracks the Drive-Ins past results in 9 Key Performance Indicators or KPI'S. These KPI'S are crucial elements we feel measure our overall minimum expectations of each Drive-In. We measure KPI results on a trailing 12-month basis and issue an Excellence report each month. The 9 KPI's that are currently being tracked are: **Mystery Shop, VOG, Guest Complaints, Food Safety Audit, Management Staffing, Crew Staffing, Ideal Food Cost, Labor Cost, & Turnover.** (See exhibit- Excellence Report)

VOG

Many businesses today reach out to guests and ask them to provide feedback on their experience so that they can improve and grow their business. Sonic utilizes VOG to gather feedback directly from the guest, which will help shed light on each Drive-Ins strengths and opportunities to enhance the guest experience and ensure great guest service. VOG along with Mystery Shops, Totline and your Drive-In POS data should provide you a very

clear overview of whether great guest service is being delivered each day at your Drive-In. This data will help you improve your service leading to more sales and an opportunity to grow your profitability.

Guests take a VOG survey to score various service areas 1-5. Five is 'highly satisfied'. Although we strive for 'highly satisfied' guests. The results help clarify guest expectations and help the Drive-In partner focus on those areas of service where improvement is needed. Numerous reports can be generated from the VOG website that are helpful in determining what tactics need to be accomplished to move the guest experience from 'satisfied to highly satisfied'. Highly satisfied guests are the most loyal and more likely to come back to our Drive-Ins time and again.

Fire Safety

It is critical that all crew members are trained annually and sign off in the proper use of the Fire Safety Equipment used in the Drive-In.

Partners are to inspect conditions and equipment quarterly. DL Rogers Companies has contracted "Commercial Fire Systems" to Clean Exhaust Hoods as well as inspect the Drive-Ins Fire Suppression System.

See (Fire Safety exhibit) for posters and a checklist for your Drive-In.

Full Evaluation

This evaluation helps to ensure that our facilities and assets are properly maintained and in good repair. A Full Evaluation will be conducted by your Area Supervisor once per month.

This is also a great time to assess equipment and facility requirements for future growth and needs.

Recommendations will be made on the evaluation form and the action plan will be completed by the Partner within a given time frame. These actions will be monitored monthly by the Area Supervisor. (See exhibit- [Full Evaluation](#))

Guest Satisfaction

Sonic's goal is to be America's best-loved Drive-In restaurant brand. We believe this is accomplished by meeting or exceeding every guest's expectations during every visit. DL Rogers Companies is committed to providing our valued guests with the highest level of quality and service possible. We at D L Rogers Companies believe in the "Cool P's". The "C" in Cool P's stands for "Culture of Respect". Without respect for our employees, vendors, and guests we don't believe total guest satisfaction can be achieved. You are encouraged to report any concerns about our performance in this area directly to the President of DL Rogers Companies at (817) 527-7820.

Occasionally, despite our best efforts, we fail to meet our guests' expectations and they complain to us. Typically, they contact us while they are at the Drive-In, or at www.sonicdrivein.com/contact. Regardless of how the guest let us know about their problem, our top priority is to apologize for the problem, exceed their expectations and keep them as a Sonic guest. Our overall philosophy can be summed up by our slogan **"Don't fight – Make it right!"** The procedures outlined below are designed to meet these goals.

Guest Complaint at the Store

When dealing with the guest we use the B.L.A.S.T. process: BELIEVE, LISTEN, APOLOGIZE, SOLVE and THANK them. At DL Rogers Companies, we believe to SATISFY a guest who has complained, we must "exceed their

expectations". This means that we do not just replace the defective or missing item, but we offer them something extra. It may be a free dessert or side item right then, a coupon for a free meal on their next visit, or even a refund. Never argue with a guest. Remember, if you are going to make a mistake, error on the side of being overly generous with our guests.

Complaints phoned into the Drive-In

Use the B.L.A.S.T. procedure described above when dealing with the guest on the phone or in person. A 'best practice' would be that each Drive-In maintains a supply of pre-stamped postcards used to mail the guest an apology and whatever product coupon or discount is appropriate to exceed the guest's expectations.

Complaints to the "Totline"

Typically, the guests who go online to: www.sonicdrivein.com/contact have a more serious complaint or have complained at the Drive-In and were not satisfied with the response they received.

Studies have shown that if we contact a guest within 48 hours of their complaint, 95% will return for another visit. If we wait a week to contact the guest, our odds of getting another chance decline to 75%. It has been proven in survey after survey that the longer we wait; the less likely we are to have a second chance. Below are the steps we follow to ensure the timely resolution of complaints into the "Totline":

- The Partner will attempt to contact the Guest to apologize for the negative experience upon receipt of the complaint or within 24 hours upon receipt of the complaint.
- After contacting the guest and getting specifics. The Partner will contact the Area Supervisor to develop corrective actions as needed.
- The Partner is to close the complaint stating the results of the conversation with the guest and any corrective action plan that was developed between the Partner and Supervisor.

Questions about our Guest Satisfaction policies and procedures should be directed to your Area Supervisor or Director of Operations.

Holidays

DL Rogers Companies operated Drive-Ins have the option of closing on Thanksgiving Day and Christmas Day. If a Partner elects to open for all or part of either of these holidays we believe it's a "best practice" to use only employees who volunteer to work and to pay overtime or some special premium wage. It is also a "best practice" to wait to open until 3pm and stay open until close.

Drive-Ins may close no earlier than 8:00pm on Christmas Eve. Drive-Ins are to be open standard winter hours for New Year's Eve and Easter Sunday. On New Year's Day, the Drive-In must open before 9am and close according to standard winter hours.

Holiday hours may be reviewed each year by the Directors to take advantage of any special circumstances.

Questions about holiday operating hours should be directed to your Area Supervisor or Director of Operations.

Hours of Operations

The standard winter hours of operation for DL Rogers Companies managed Drive-Ins are 6:00 am to 11:00 pm Sunday thru Thursday, and 6:00 am to 12:00 pm Friday and Saturday. The standard summer hours of operation are 6:00 am to 12:00 pm Sunday thru Saturday. These are minimum hours of operation and Area Supervisors have (with Directors written approval) the authority to alter these standard hours to meet the legitimate business needs of the Drive-Ins. The Area Supervisor determines (with Director of Operations approval) when summer and winter hours of operation are implemented. System wide advertising may dictate the start date of summer hours.

Questions about hours of operation should be directed to your Area Supervisor or Director of Operations.

Local Store Marketing Expenses

DL Rogers Companies Drive-Ins are members of area cooperatives and contribute a percentage of Drive-In net sales to area cooperatives for television, radio and other media advertising. Occasionally, Drive-Ins may participate in local area marketing. Examples of local store marketing are listed below but not limited to:

- On-lot coupons
- Newspaper inserts
- Marriage mail
- Promotional give-a-ways
- Employee incentive promotions

DL Rogers Companies Drive-Ins do some local marketing efforts on a company-wide scale, however individual Drive-Ins may wish to do additional marketing that is targeted specifically towards that Drive-In. The DL Rogers Companies Communications Director (at our office) can help with ideas but the Manager/Partner is responsible for the execution of those ideas. The Area Supervisor can also enlist help from the Sonic Industries Marketing Representative or (Field Team) assigned to a Drive-Ins market. They can be very helpful with ideas and some planning. Again, the Partner is responsible for the execution.

It is recommended that you discuss the Pro's and Cons of any LSM expense in excess of \$100 with your Area Supervisor in advance.

Mystery Shops

Much like a picture from a camera, a mystery shop is a snapshot of the Drive-In operation. Drive-Ins typically receive three shops per month. These shops are valuable tools in determining how well a Drive-In is delivering our products to the guest. The service, quality, and cleanliness categories, as well as the total score are used as part of the process in determining 'bonus earned' for the Partner/Manager and Co-Manager.

On occasion, there may be questions about a Mystery Shop. Questions should be directed to the Area Supervisor for review. If the Area Supervisor agrees that the Mystery Shop may be incorrect, he/she will forward it to Sonic for resolution. Only the Supervisor or Director may contact the Mystery Shop Company for corrections.

P&L / Business Reviews

Each month the Supervisor will conduct a review of the previous month's P&L and do a Business Review with the Partner. The P&L Review points out areas of concern so that the Partner can improve the financial position of the Drive-In. It also clarifies any ambiguities existing in the profit statement. The P&L Review and Business

Review should be conducted at a location outside the Drive-In where it can receive the uninterrupted attention it deserves.

The Business Review looks at the Drive-Ins business environment as a whole, and includes Sales, Food Cost, Labor Costs, & Profit, both month to date and year to date. It also includes a comprehensive Staffing, Training, Mystery Shops, Complaints, and Balance Sheet Review along with the trailing twelve months GYR. During the business review the supervisor also covers with the Partner his/her trailing twelve months income information.

Partner/Manager Schedules

Two schedule formats are approved by DL Rogers Companies; the Standard schedule, and the 65% schedule. After the first 6 months in the Drive-In, the Partner is eligible to work the standard schedule. All Partners are required to meet the criteria of either the Standard Schedule or the 65% schedule.

A Partner earns the ability to work the Standard Schedule, if they have 6 green categories and no red.

- If a store has a single red category for the month or TTM they will be required to work the 65% until they have rectified that category.

If the Partner has failed to meet the above minimum criteria, they must work the 65% Schedule.

The 65% Schedule requires the Partner/Manager to:

1. Work 65% of the Drive-In business
2. Open (first person in the store) one day each week.
3. Close (last person in the store) one day each week.
4. Cannot take more than two days off during the week.

Turn in a monthly Partner/Manager schedule to supervisor for approval no later than the 25th of the prior month (Weekly) utilizing the approved scheduling program. (See exhibit-[65% Coverage Partner Schedule](#))

The following guidelines are “recommended best practices for the Standard Schedule”:

- 55 to 60 hours per week
- Five-and-a-half-day work week – with the exception that one week a month may be a five-day week
- 1 opening shift (open for business till 2:00 pm)
- 1 closing shift (5:00pm till last person in the building)

Pricing

All menu prices (including monthly promotions) at all DL Rogers Companies Drive-Ins are set by the responsible Director of Operations with input from Area Supervisors and Partners. This may include a survey of competitor pricing.

Serve Safe

The Serve Safe course is designed to educate its attendees about health issues and proper sanitary practices in dealing with food. Although the book is not specifically designed for Sonic, and incorporates issues in restaurants of all types, the course instructor usually tries to use examples that are Sonic identifiable.

The Sonic License Agreement requires any Partner, Co-Manager or Assistant Manager that runs shifts must have taken and passed an accredited Serve Safe class. The Drive-In will pay for initial tests and any recertification as noted below.

Management is allowed two attempts to pass the course at Drive-In expense. If they fail on the second attempt they will be demoted to a position where they do not run shifts – at an appropriately lower wage. If and when they do pass the course (at their own expense) they will be considered for reinstatement to a shift manager position to the extent that such a position is then currently available.

If a Partner fails the course twice, they have 90 days to pass the course at their own expense. If they fail to pass the course in that 90-day window they will be removed as the Partner. If and when they do pass the course (at their own expense) they will be considered for reinstatement to a Partner position to the extent that such a position is then currently available. Serve Safe classes are often taught by qualified Sonic Industries or DL Rogers Companies personnel, but classes may also be taught by other accredited people or organizations, such as the state Restaurant Association or local health department.

Serve Safe books are usually sent to the Drive-In for each individual taking the class within ten days to two weeks of the scheduled event. The Drive-In is responsible for the payment of the books and class for each individual taking the course. These payments should be coded to '7401.2 training expense'.

When the certificate of completion is received, it (or a copy) should be posted in the Drive-In.

Service Standards

“Service at the Speed of Sound” has long been the goal of all Sonic Drive-Ins. The DL Rogers Companies strive to be the best, while Sonic Corporate may have a goal of 4 minutes or less, we have a higher expectation and believe our guest are best served when we provide the following:

Reply Time	< 08 seconds
Curb Ave. Time	< 2:30 minutes
Drive Thru Ave. Time	< 2 minutes
On Time%	> 90 %

Smoking

There will be no smoking of any kind including E-Cigarettes in any DL Rogers Companies Drive-Ins. Designated smoking areas outside of the Drive-In, consistent with all local ordinances, for management and employees will be determined by the Area Supervisor and Partner/Manager. Questions about our smoking policy should be directed to your Area Supervisor.

Sonic Operations Manual Exceptions

All DL Rogers Companies Drive-Ins are to be operated per the standards described in the Sonic Operations Manual. However, there are a handful of procedures where DL Rogers Companies has adopted company- wide operational standards different from those outlined in the Sonic Operational Manual. In every case these standards were developed to clarify an ambiguity in the Sonic procedure, provide a higher quality product to our guests, provide a product of equal quality at a lower cost, or to enhance the experience of visiting a DL Rogers Companies operated Sonic Drive-In.

The following is a complete list of our DL Rogers Companies specific operational procedures. The management teams of our Drive-Ins are expected to ensure all other areas of the Sonic Operational Manual are followed precisely.

- **Grilled Cheese:** Grilled Cheese sandwiches are to be made by toasting one side of two pieces of Texas toast, placing one full slice of 120 count American cheese on the untoasted side of each piece of toast, placing both slices of toast and cheese in the steamer to melt the cheese.
- **Lemon & Lime Juice:** Lemon and lime juice for limeades and lemonades is to be pre-made by juicing the lemons or limes on a mechanical juicer. Lime juice is to be cut 50% with water when prepared and prior to storage. Lemon juice is not cut with water. This juice concentrate is stored under refrigeration in a portion control dispenser dispensing ¾ ounce per pump. All drinks served with a lemon or lime garnish are to receive one full lemon or lime wedge. Whole lemons and limes cut for this purpose are to be cut into eight wedges.
- **Milk Shakes:** Vanilla flavoring is added to Vanilla milk shakes.
- **Mints:** One mint is served with each entrée with a minimum of one mint served with every bag. Products served in a cup or a dish (drinks and ice cream) are not required to receive a mint.
- **Ketchup:** No ketchup is packaged automatically with any menu item. Ketchup is offered by the carhop when the food is delivered (at the stall, patio or drive thru window). If the guest requests extra ketchup when they place their order – ketchup is to be packaged with the order.
- **Cherries for Cherry Slush:** We will include *real cherry fruit* with all cherry slushes

Questions about any of the DL Rogers Companies Operational Procedures should be directed to your Area Supervisor or Director of Operations.

Ticket Trailer

We feel that Guest comments are a very vital part of our business. In order for a guest to contact us we require the “ticket trailer” on the bottom of each ticket to read as follows: “For questions or comments please call the Owner/Operator, *Partner’s Name*, at ###-###-####, or contact Sonic at www.Sonicdrivein.com/contact”.

Uniform and appearance Policy

We are proud to work at Sonic. That is only one reason why dress, grooming and personal cleanliness standards are so important. They also contribute to the morale of all employees and affect the business image that the Drive-In presents to customers and to visitors. That is why employees are required to dress in appropriate attire and to behave in a professional, business-like manner. If an employee reports for work inappropriately dressed or not to Sonic standards, the employee will be sent home and directed to return to work in proper attire. In addition, the employee will not be compensated for the time away from work.

DL Rogers Companies Drive-Ins follow all grooming standards of federal, state, and local regulations, which may be at higher standards than those listed below.

Uniform Distribution

Shirts, aprons, hats/visors and nametags will be distributed as follows to employees upon hire.

Crewmembers

- 00 – 20 hours per week = 1 shirt, 1 hat, 1 nametag
- 21 – 30 hours per week = 2 shirts, 1 hat, 1 nametag
- 31 + hours per week = 3 shirts, 1 hat, 1 nametag

Uniform distribution for Co-Managers and Assistants can be found in (See exhibits-[co-manager benefits](#), [assistant manager benefits](#))

Uniform Standards

- Shirts must be clean, in good condition, and fit properly.
 - SONIC logo shirts will be provided to each employee upon hire.
 - Crew: Must wear SONIC logo polo-style shirt.
 - Managers: Must wear a dress shirt. (Polo shirt may be worn at stores with 6 Green Categories and 0 Red on current month or TTM Excellent Report)
 - During Special Event Days, employees are permitted to dress in a manner consistent with the Special Event Day theme. Employees must comply with all health code and safety requirements.
- Slacks, Jeans, and shorts must be clean, in good condition, and fit properly.
 - Pants
 - Crew: Slacks must be black in color.
 - Crew: Jeans must be black or darker wash denim. Light faded jeans are not acceptable.
 - Managers: Slacks must be professional & solid in color or Jeans.
 - Shorts
 - Crew: Shorts must be black or darker wash denim and cannot be shorter than four inches above the knee. Cut off shorts are not permitted.
 - Managers: Managers are not permitted to wear shorts.
 - For safety reasons, capri pants and shorts cannot be worn when working in the kitchen.
- A name badge must be worn by each employee.
 - Only SONIC brand-approved name badges may be worn.
 - Wear your name badge on your upper right chest area, opposite the SONIC logo on your shirt or jacket.
 - Your name badge must clearly display your commonly used name.
 - Do not use someone else's name badge.
 - Name badges may not be worn on lanyards.
- Aprons must be clean and in good condition.
 - Employees working in the kitchen will be furnished a cooking apron.
 - Carhops will be furnished a SONIC Carhop half apron.
 - For food safety, aprons may not be worn to the restroom, when taking out trash, or outside of the Drive-In's premises.
- A visor or ball cap must be worn at all times when preparing or handling food.

- The visor or ball cap must be SONIC brand-approved.
- The visor or ball cap must be clean and in good condition with a straight bill facing forward.
- This standard applies to all employees, including Managers.
- You will be furnished with a SONIC brand-approved hat upon hire.
- A hair net can be worn in place of the visor or ball cap in rare instances when a visor or ball cap is not available. Hair nets should be routinely used in place of visors or ball caps.
- Shoes must be non-skid and recognized as a safe shoe recommended for use in a restaurant.
 - Shoes must have a closed toe and closed heel.
 - Employees are not permitted to wear sandals or shoes with a heel.
 - Shoes should be in good condition.
 - You may purchase approved shoes through the Shoes for Crew Program. Ask your Manager for details.
- Skates must be well maintained and SONIC brand-approved.
 - For additional information, refer to the SONIC Skating Program guide.
- Outerwear worn while serving customers must be SONIC brand-approved with the SONIC logo.
 - Outerwear includes jackets, winter knit caps, and winter head/ear bands.
 - Long sleeve under shirts must be black with no visible graphic or print.
 - SONIC brand-appropriate outerwear will be provided by the Drive-In when appropriate.

PERSONAL APPEARANCE STANDARDS

- Personal hygiene is an important part of maintaining a neat and professional image.
 - Employees are expected to arrive at work clean and well-groomed.
 - Personal grooming standards include regular bathing and the use of deodorant.
 - Perfume or highly fragrant grooming products should not be used as the smell can bother guests and employees.
- Hair must be kept clean, neat, and in compliance with all applicable health code regulations.
 - Long hair (below the collar of your shirt) must be pulled back above the collar to avoid contact with drinks and food.
 - Hair must be naturally colored and, for food-safety reasons, not include temporary hair color sprays, glitter, chalk, etc.
- Facial hair must be kept clean, neatly trimmed (no longer than $\frac{3}{4}$ of an inch), and in compliance with all applicable
 - health code regulations.
- Fingernails must be clean, neatly filed, and no longer than one-quarter inch beyond your fingertip.
 - Nail polish and artificial nails are permitted only if you wear gloves in good condition.
- Jewelry is permitted as follows:
 - Rings: One smooth, plain band ring per hand that fits snugly on your finger.
 - Necklaces: Must be worn securely under your clothing that do not create a health or safety hazard.
 - Earrings: Small or moderately-sized, non-dangling earrings, not to exceed one earring per ear.
 - Medical alert necklace/anklet: Must be worn securely under your clothing.

- No other jewelry on your hands or forearms is allowed (including watches, bracelets, and wristbands) for food safety reasons.
- Facial or body piercings are permitted as follows:
 - Small ear gauges cannot exceed size 00G (outside perimeter cannot exceed 10 mm – the size of a dime).
 - Gauges must be solid and cannot have any inappropriate imagery, spirals, or spikes.
 - One small nose stud worn in the nostril.
 - No other visible pierced jewelry or body adornments are allowed other than those listed above.
 - Tongue rings/studs, septum piercings, and dermal piercings are not permitted.
- Tattoos are permitted as long as they are not offensive.
 - Tattoos which may be considered offensive to others must remain covered at all times.
 - Offensive tattoos are those that contain obscene, profane, racist, or sexual words or images.

WEAPONS FREE WORKPLACE

DL Rogers Companies prohibits its employees from possessing or using firearms or any other weapons on company property or while acting in the course and scope of employment with the company, included but not limited to performing services on behalf of DL Rogers Companies while off company premises. This policy applies to all employees, including any employee with a valid permit to carry a concealed firearm. Violation of this policy may result in disciplinary action up to and including separation of employment.

DL Rogers Companies also prohibits any person, including any employee on break or during non-working hours from possessing or using firearms or other weapons while on company property. Any person, including employees during non-working hours, found in violation of this policy will be asked to immediately leave the premises. A person who fails to leave the premises when so requested will be reported to the local authorities.

Employees who are aware of a fellow employee, business agent, client or member of the public who is in violation of the DL Rogers Companies policy prohibiting the possession or use of firearms or other weapons or who receives a threat of violence while on company property should immediately contact a member of the management staff, the Area Supervisor, or the Director of Operations.

WOW

The DL Rogers WOW program is our way of providing our guests with 'Excellence Without Exception Service'. The program consists of three components:

- A. Switchboard
- B. Carhop at the Stall
- C. Checkback

At 'Switchboard' an upbeat CUSTOM greeting including the attendant's name is used.

Ex: Welcome back to Sonic, my name is Derek; it would be my honor to take your order today.

After delighting our guests with a CUSTOM greeting, a CUSTOM closing is also given:

Ex: Your total is \$5.95. Thank you for making our Sonic your Sonic. Have a Super Sonic day!

The Carhop has 10 key tasks that must be accomplished when delivering orders to our guests:

1. Write their name on the guest receipt.
2. Smile and make eye contact.
3. Use a CUSTOM greeting that includes your name.
4. Repeat the order.
5. Give the guest the total.
6. Give the receipt and offer ketchup.
7. Thank the guest and invite them back
8. Use a CUSTOM closing and remind the guest if they need anything else to push the "red" button.
9. Look for trash in the parking lot.

10. Hustle back. Run or skate back in.

Ex Greeting: Hi, I'm Tracy; I appreciate you coming out to see us today!

Ex Closing: It's been my honor to serve you. Don't forget to try one of our new sundaes. If you need anything, please push the "red" button and someone will be right out.

During the Check Back the carhop should ask: 'How was the meal? or 'How was the service along with the offer of condiments?

Ex: Hi, I'm Freddie, how was your meal today...everything hot and fresh? Would you like anything from our smile tray, maybe some ketchup or more napkins?

For additional information: (see exhibits: [WOW](#))