



GARDEN CITY

Store Newsletter

**Improvement Opportunities &
Communications**

May 2026

Read time: ~10 mins

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After reading, you will be asked to acknowledge them by signing your signature indicating that you've agreed and understood to the following.



Personal Protective Equipment (PPE) is mandatory and must be worn correctly at all times when required. Over the past month we have recorded 3 separate incident reports relating to safety, because of this we are going to be enforcing protective equipment to be worn. These incidents are preventable.



Examples of required PPE include:

- Heat resistant gloves (broiler/fryer)
- Cut resistant gloves
- Aprons
- Gumboots
- Face shield
- Non-slip footwear
- Any other protective equipment required for your station or task

All team members are expected to:

- Use PPE properly and consistently
- Report damaged or missing PPE immediately
- Follow all safety procedures and instructions from management
- Never take shortcuts when handling hot equipment, chemicals or sharp utensils

Safety in our restaurant is a shared responsibility. PPE compliance is non-negotiable!

Think Safe, Work Safe, Home Safe.

INCIDENT REPORTING

All injuries, incidents and near misses must be reported to the shift manager or RLT immediately. Recently we have had incidents that were not reported until several hours later or only casually mentioned after the fact. Delayed reporting is unacceptable and creates serious safety risks.

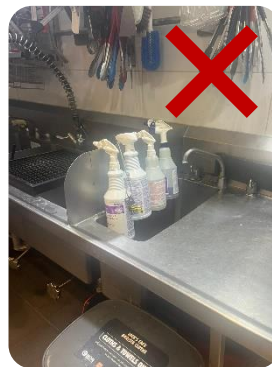
If an incident occurs:

- Notify a manager/supervisor immediately
- Seek first aid if required

Delays in reporting can affect treatment, investigations and workplace safety procedures.

CRITICALS

Hold times must be followed correctly at all times.



We've recently found team members placing new hold time stickers over old ones instead of correctly changing or discarding products, equipment or utensils. Crew on wash up must also not leave any remaining food debris, oily residue or blue stickers on pans as this is a serious food safety concern and is strictly prohibited.

All expired products, utensils or equipment must be properly discarded, replaced & relabelled in accordance with procedures.

Chemicals other than sanitiser bottles must not be placed on wash up station, please make sure they're stored above the trough.

OTHER CRITICAL FOOD SAFETY

Recently we have identified multiple serious breaches involving cross contamination, bare hand contact with food and handling contaminated products.

These incidents included:

- Handling ready-to-eat food after touching raw chicken
- Touching products with bare hands
- Handling uncooked fried products without gloves/tongs
- Attempting to use food products after they had fallen onto the floor

Always:

- Wash hands and change gloves when required
- Use tongs when handling raw/cooked products
- Never touch uncooked or ready-to-eat food with bare hands
- Discard any contaminated or dropped products immediately
- Follow all food safety and hygiene procedures correctly

These actions create major food safety risks and are completely unacceptable.

SICOM CHEF

Following Sicom is a great way to be on top of your game, this program is designed to assist in cooking the required amount, when to cook and when it's expired. In return you acknowledge it by utilising PHU buttons, logging the number of items you're cooking and grabbing product from pans with the green light first. Following this program will also help you out immensely in the long run. Remember it is there to assist you and keeping track of products so that you are not running out. Ask for help when you need, communicate with FOH/BOH. **Disregarding Sicom will only make it harder for you & everyone which could result in your fellow team members to struggle or run out of product. It's a team effort!**

Each of us is responsible for following Sicom Chef, don't neglect it.



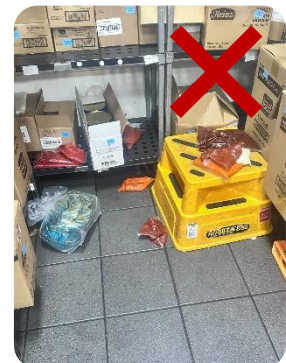
HOUSEKEEPING

All team members are expected to maintain cleanliness and dispose of rubbish correctly to maintain good housekeeping practices.

GLOVES! GLOVES! GLOVES!



We have found product, food rubbish, drink cups and used gloves being left throughout the restaurant including the storeroom, prep areas, office, trolleys, cabinets, hallways and even outside in Westfield common areas. Gloves have also been found stuffed into equipment and cashier areas.



This is unacceptable and creates serious hygiene, presentation and safety concerns.

Used gloves and rubbish must be disposed of immediately into the correct bins. Do not leave items lying around for others to clean up.

Would you do this in your own home? Take pride in your workplace and clean as you go.

WORKPLACE CONDUCT



Professional behaviour is expected at all times whilst on shift.

We have recently observed inappropriate conduct including crew displaying undesired behaviour, gathering in office or hallways during busy service, unnecessary loitering with non-employees in shared hallway area. These behaviours create safety risks, obstruct walkways and present an unprofessional image.

The shared hallway with Origin Kebabs and office areas are for operational purposes only and must remain clear where possible.

All team members are expected to:

- Remain at their allocated work areas unless directed otherwise
- Avoid unnecessary gathering or loitering
- Ensure friends or visitors do not enter shared hallway
- Conduct themselves professionally whilst at work

This is a workplace and all staff are expected to behave accordingly.

SECONDARIES



During service downtime there's always something to do, that can be carrying out any allocated secondary duties (posted on shift planner) such as spot sweeping, wiping down surfaces or topping up...etc. **Do not stand around** it is not a good look to our guests! If you're unsure, don't hesitate to ask your shift manager for your next task.

Got time to lean? Got time to clean!

CASH HANDLING & SKIMS

All cash handling procedures must be followed correctly at all times.

When authorising cash drops “skims” all money is to be taken immediately to the office and handed directly to a manager. Recently we have found instances where skims were entered on the register, but the cash was left inside the till, resulting in major variances and unbalanced registers.



We have also had counterfeit notes handed into the restaurant.

Effective immediately:

- Any \$50 or \$100 notes must be presented to a manager for verification
- Managers approval is required with **no exceptions**
- This applies even during busy periods
- Skims must never be left inside tills after being entered

Failure to follow correct cash handling procedures may result in immediate disciplinary action.

SALES MINDSET



Every interaction with our guests is an opportunity to improve sales and guest experience.

Recently we have observed missed sales opportunities, including guests requesting bottled water and being offered free water instead. Whilst free water remains available upon request, team members should not be discouraging purchases or steering guests away from paid products.



We also need to improve our suggestive selling and upselling efforts. We are currently participating in the “Beat Jacki” promotion against the AI sales bot trial currently operating in selected Sydney DT restaurants, there will be cash prizes available to be won!

Our current focus items are:

\$2 Hash Browns

\$3 4 Nuggets with sauce

All front counter members are expected to proactively suggestive sell these products where appropriate.

Sales focus and guest engagement are expected from all team members.





Make-A-Wish Month officially begins June 2nd.

This year Hungry Jack's restaurants across Australia are aiming to collectively raise \$3 million in support of Make-A-Wish Australia and the incredible work they do for children and families.

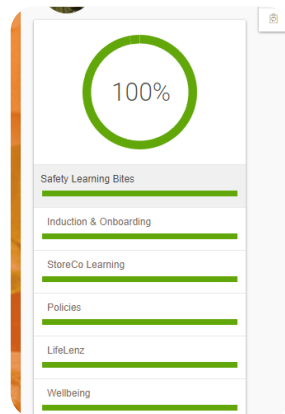
It is our mission as a restaurant to actively participate and support this campaign. All team members are expected to ask guests if they would like to purchase a star to help critically ill children; where appropriate.

Every donation, big or small, helps make a difference.

Let's work together to support a great cause and make this year's campaign a success.



Your overall JEDI completion rate should be at least 90% or above.



Importantly the **Welcome to Hungry Jack's, Work Safe Home Safe & Limited Time Offer** modules must be done before commencing your shift. You are free to complete them on the clock. Please speak to your shift manager to arrange a time.

SHOUTOUTS

A big shoutout to Ellie on delivering the perfect cup and to our new Back of House superstars — Layne & Scarlett, for their outstanding effort, quick learning and commitment to BOH excellence.



All three team members have shown great progress and confidence across: Broiler, Sicom, 4" Boards & Jack's Café.

Thank you for your hard work, positive attitude and willingness to learn. Keep up the great work!

CREW AWARDS

CREW MEMBER OF THE QTR – ELI SHARMA

BARISTA EXCELLENCE – ELLIE CURUSO

MOST IMPROVED – VICTORIA XU

Finally to those who are continuously following the rules and committed in trying to make great strides and efforts for the benefit of the store and fellow team, we value and appreciate you. Thank you! -Garden City RLT.

After reading this newsletter, please return to the Team Portal page to acknowledge and sign off.

TEAM RECOGNITION

Crew Member of the Month 2024 – Richard Hodgson

Crew Member of the Month 2024 – Rose Augustine

Crew Member of the Month 2025 – Charlie Golledge

Crew Member of the Month 2025 – Scarlett Wightley

Crew Member of the Quarter 2025 – Jaimie Algas

Crew Member of the Quarter 2025 – Tristan Siddiqui

Crew Member of the Quarter 2025 – Emma Howard

Crew Member of the Quarter 2025 – Eva Hatzimihail

Crew Member of the 1st Quarter 2026 – Maikeli Raiwalui

Crew Member of the 2nd Quarter 2026 – Eli Sharma

Most Improved Back-of-house 2025 – Ann Augustine

Most Improved Back-of-house 2025 – Don Ganados

Most Improved Back-of-house 2025 – Hunter Sinnamon

Most Improved Back-of-house 2026 – Jordan Lam

Most Improved Front-of-house 2025 – Chellsey Edwards

Most Improved Front-of-house 2025 – Nira Salmawi

Most Improved Front-of-house 2025 – Zye Trustum

Most Improved Front-of-house 2026 – Thanh Nguyen

Most Improved 2nd Quarter 2026 – Victoria Xu

Barista Champion 2025 – Tess Farmer

Barista Excellence 2025 – Lexi Campbell

Barista Excellence 2026 – Ellie Caruso

Beacon of Excellence 2025 – Kimberly Ortega

Beacon of Excellence 2025 – Mia Lattimer (Ollie)

Beacon of Excellence 1st Quarter 2026 – Daniel Ferguson

Rising Star 2025 – Layne Rach