



“INSIDE THE ARCHES”

Bucciferro Family McDonald’s Monthly Newsletter

Holiday Greetings from Guy

As we wrap up 2020, I want to recognize each of you for all your hard work and dedication during this most unusual year!

2020 saw our organization pivot, as the entire world paused in March - unsure of what the next day would bring. Then, as we pulled together, something amazing happened – you all gave new meaning to the word “team.” I could have never expected to see such resolve and dedication from anyone. But there you were, day in and day out, adjusting to a completely new world and maintaining your commitment to your team and your customers. From interviewing and hiring virtually to new protocol in the restaurants for Covid, requiring social distancing, masks, gloves, and daily health checks. You did not skip a beat.

We all rose to the occasion during this time and have made one of the worst years in modern day history one of our organization’s best. Our customers are celebrating us through their comments on the VOICE survey and, after a few months of unsustainable sales and complete uncertainty, we have been able to return to a position of strength not only in the industry and our communities, but in the world of McDonald’s. We lead the way, and set the example, with all eyes on what the Bucciferro Family Organization to see how we would react next.

I am looking forward to what 2021 will bring for our organization - our lobbies will open again at some point and we’ll be able to welcome our customers back into our restaurants. I know you’ve missed them, and they have missed us. We are already making plans for when we’re able to hit that “play” button again and get back to what we do best....Take care of our guests!

From Amber and me, and our entire family, we are beyond grateful for you, and wish you and your families a safe, healthy and happy holiday season!



Calendar

- Thur., Dec 17 Happy Anniversary Dempster, Jefferson, Mulford and the Oasis!
- Mon., Dec 21 Pay Day!
Blood Drive @ State St in Beloit 10am-2pm
- Wed., Dec 23 Blood Drive @ Dempster in Rockford 10am-2pm
- Fri., Dec 25 Merry Christmas!
- Sun., Dec 27 Sports Jersey Day!
- Mon., Dec 28 Blood Drive @ Milwaukee Rd in Beloit 10am-2pm
- Thur., Dec 31 Blood Drive @ Madison Rd in Beloit 10am-2pm
- Fri., Jan 1 Happy New Year!
- Mon., Jan 4 Pay Day!
- Tues., Jan 5 Sanitation Class for Beloit/Rockford @ office 8am-5pm
- Wed., Jan 6 Sanitation Rev/Exam for Beloit/Rockford @ office 8am-noon
- Tues., Jan 12 Sanitation Class for Madison @ 4822 8am-5pm
- Wed., Jan 13 Sanitation Rev/Exam for Madison @ 4822 8am-noon
- Sat., Jan 16 Happy Anniversary Madison Rd. in Beloit!
- Mon., Jan 18 Happy Anniversary Odana Rd. in Madison!
Pay Day!

Heroes at the Belvidere Oasis

On Friday morning, December 4th, a truck driver came into the Belvidere Oasis and wasn't feeling well. Overnight manager, Nic and crew members, Brady and Marne quickly went into action and brought a chair out in the lobby for him to sit and got him some water. Nic used to work in an ER and suspected a heart attack. The customer wanted to leave and get back on the road, but Brady called 911 and an ambulance took the man to the hospital. A doctor from the hospital called the restaurant on Saturday and wanted to thank Nic, Brady and Marne for saving this man's life. He was having a massive heart attack and their quick action was crucial for this man's surviving the heart attack. It was wonderful for the doctor to take the time to let the restaurant know that the customer was going to recover due to the quick, decisive actions of the team at the Belvidere Oasis!



DECEMBER TECH BYTE

Happy holidays from the Tech Team!

We just wanted to remind you to take care of your card readers like they take care of you. They work night and day to make sure we can keep the doors open.

Being as there are strict laws on credit card processing, repairing them is challenging and can only be done by the manufacturer.

So if they are dropped or get wet, we have to send them to the "Verifone Workshop" in the "North Pole of Illinois" to get them repaired.

Turn around time has been especially high because of the season, so please be careful!



Part of the Community...Bucciferro Family McDonald's strives to give back to and be a proud part of the communities that support our restaurants. Here's what we've been up to...

Blood Drives—we had 3 Blood Drives this month—one at Madison Rd. on 11/2, one at Rockton Rd. on 11/25 and one at Dempster on 11/27. All went really well, the one at Rockton Rd. was our most successful one to date with 24 units collected from 26 participants—saving nearly 72 lives! Total lives saved for our November blood drives is 132. Great job and thank you so much to GM's Aubrey, Matt and Ismael and their teams, along with Supervisors, Nick and Chris for helping this happen!



On November 6th we had the honor of having John DeCarrier, a Chicago Owner/Operator bring his team up to our Odana Rd. location to learn more about how we run our Mobile Order and Pay program. Thank you to Antelma and Michael for hosting, taking care of our guests and showing how our organization excels!



WELCOME GUY BUCCIFERRO

- Member of YPO Chicagoland
- Owner/Operator of 18 McDonald's in the Rockford and Madison markets
- Board member of Madison's Ronald McDonald House and was the previous Vice-Chair

On November 12th, Guy was asked to present a virtual web conference to 50+ business owners about how Bucciferro Family McDonald's was started and the core values that have made it successful through our growth. We received lots of great feedback and had outstanding attendance for this event.



December Birthdays
Join us in wishing our fantastic team members a very special birthday this month!

94 Jeremy Ronald Tyler Davis Tyler Dusenberry	7218 Christopher Deb Gracey Josephine MaKayla	29838 Erica Jordan Saniya Shuntia
2317 Christopher Patricia Pedro E.	16594 Anthony Catalina James Martha Viridiana	31419 Amora Aracely Azucena Gabriela Mireya
3756 Erick Maria	17850 Ashlyn Dominic Isaac Juliet Matthew	35667 Amy Jake Jamar Keino Marilyn Matt
4822 Mauren	19974 Asadie Jaylynn Kari Samantha Skyler	38131 Abigail Debbie Ethan Jesse Jonah Kevin Petra Kevin
5612 Hesham Patricia Xzavier	22424 Robert	
5836 Maria Matthew Toni	26289 Alejandra Alma Jesus Lizbeth	
6275 Souryasack Toni		
7052 Alajandra Ashari Sharon Talia Xavian		