Bolar Times

News for Twin Cities Pancheros *July 2022*



PANCHEROS MEXICAN GRILL

- ★ Fridley
- ★ Bloomington
- ★ Golden Valley
- ★ Brooklyn Park
- ★ Arden Hills
- ★ Apple Valley
- ★ Stillwater

Kohler joins as Stillwater GM

The new face you've been seeing recently in our Golden Valley restaurant is Joe Kohler. He has joined us as General Manager of the Pancheros location in Stillwater which will be opening later this year. Joe is a 20+ year restaurant veteran. He and his family owned and operated the highly successful Joseph's Restaurant in Stillwater. After his family sold the restaurant recently, Joe began looking to start the next chapter in his life. We are very excited that we found each other!



Joe Kohler (far right) with his wife, Katie, and children, Lucas and Bria at Lambeau Field in Green Bay.

Bob says he can't wait to see Joe "in action" when Stillwater opens. He commented, "Joe's extensive experience and his connections to the Stillwater community will be a real asset for us as we open later this year. His experience in recruiting and managing a large team and his attention to detail are strengths that will serve him well in his new role."

Joe told us that he had offers from several restaurants in the last several months. He added, "I had opportunities with several large restaurant companies. The Bolar Team was my first choice for a couple of reasons. I like family-owned companies, like Bolar, because I can make a more meaningful contribution to the company and work personally with the owners. I'm also very excited about the growth track at Bolar. I know the plan is to open additional restaurants and I look forward to helping us be successful in Stillwater and in other locations in the future."

Barry Nelson commented on Joe and his addition to the Bolar management team, "We are very excited to welcome Joe to the Bolar family. He is a respected member of the Stillwater community and, as the manager of his family's restaurant there, understands the value of being the local face of the business."



Joe in action at Golden Valley.

Joe is a Stillwater native and currently lives there with his wife, Katie, and children, Lucas and Bria. Joe will be training in Golden Valley in advance of Stillwater's grand opening later this year. Please join us in welcoming Joe to the Bolar Team!

BURRITOS BETTER BUILT

Up Next – Location #8...Maple Grove!

Big news to report this month. Plans are underway to build our next Twin Cities Pancheros location in Maple Grove. We're currently in the final stages of securing a high-profile, endcap location. It's in a high traffic area with outstanding access for customers and great signage visibility on multiple sides of the restaurant. Stay tuned for more on Pancheros-Maple Grove…coming soon!

A Note from Bob...

May I help you?



My son Peter and I recently visited Jonathan and his team in Bloomington at lunchtime. As Peter was helping me navigate my wheelchair into the restaurant, we were both touched at how quickly we were greeted by two customers who jumped from their booth, threw open the double doors and said, "Here let us help you." Peter and I both appreciated this random act of kindness. In fact, it reminded me of the opportunity we each have every day to help and serve others. In a world that's so technologically advanced yet increasingly devoid of a personal connection to others, I'd like to encourage you to think about new ways you can lend a helping hand. For the customer with a question or request, a quick acknowledgement of them accompanied with "How can I help you?" can be powerful. Or how about a fellow employee who's struggling with a task of some kind? A simple "Hey let me help" can be very powerful. Or at home, look for a way to help when a spouse or kid needs assistance. When someone's struggling, like we were going through that doorway, an offer of a helping hand can transform a day.

Bolar is poised for big growth this year. Our year-to-year growth continues very solid and we're expanding the Pancheros footprint. I'm excited to have Joe Kohler on board leading the team in Stillwater and look forward to a successful grand opening. And then it's onto Maple Grove, which we believe will be a very good market for our brand.

Lastly, I wanted to congratulate Donna & Doug Koebrick on their 40th wedding anniversary in June. I've known them both for many years. Donna is the "Captain Kirk" of our corporate office and does so much it's difficult to even start describing her value to the company and to me personally.

Thank you to all for your hard work and dedication. As you know, I try to visit our stores and team members often. I look forward to seeing you soon!

Bob

Bob at the Fridley store with Melissa on the left, Patty on the right.





More smiling faces taking a moment to stop for a picture. From left to right: Natasha, Elvin, Sary, Jose, and Fran.



Congratulations!

Outstanding Customer Service

You provided a great experience at your location and a guest shared the details while taking the Pancheros Guest Satisfaction Survey!

★★★★★★★★★★★★★★★★

Golden Valley on 6/25/2022

Highly Satisfied:
Loved the food! Staff was friendly and helpful.

★★★★★★★★★★★★★★★★

Fridley on 6/30/2022

Freshly pressed tortilla! The rest is irrelevant, however, all the usual things to create your own masterpiece. Everything was fresh and delicious! Worth driving past the local Chipotle for!

★★★★★★★★★★★★★★★★

Sammie at Fridley

Exceptional Service Received: Just really took time out of her day to make mine better! Really a great experience! 6/20/2022

★★★★★★★★★★★★★★★★

Ryan at Apple Valley

Exceptional Service Received: Very friendly, courteous and prompt. The manger on duty was very good too. 6/7/2022

★★★★★★★★★★★★★★★★

June Manager of the Month

Congratulations to Bloomington manager Jonathan for winning the June Manager of the Month award. He and his team finished June first in Sales Growth & Punchh Loyalty Program sign-ups.

Additional Congrats

Congrats to the Golden Valley team for their #1 rank in SMG-Customer Survey Completions.



Jonathan
June Manager of the Month

★★★★★★★★★★★★★★★★

Jonathan, the manager, at Bloomington

Exceptional Service Received: He is always friendly and welcoming. 6/28/2022

★★★★★★★★★★★★★★★★

Jonathan Lopez Garcia at Bloomington

Exceptional Service Received: ALL of the staff are GREAT! 6/24/2022

★★★★★★★★★★★★★★★★

Bloomington on 6/24/2022

Highly Satisfied: Staff are very nice and friendly.

★★★★★★★★★★★★★★★★

Bloomington on 6/27/2022

Highly Satisfied: I have been to this location several times and always feel the staff are attentive and efficient. Ingredients are always of good quality and are freshly made.

★★★★★★★★★★★★★★★★

★★★★★★★★★★★★★★★★

Bloomington on 6/29/2022

Obsessed with the burritto

★★★★★★★★★★★★★★★★

Bloomington on 6/28/2022

Love Pancheros Burritos the fresh tortilla is the best!!! Will go here any day over Chipotle.

★★★★★★★★★★★★★★★★

Bloomington on 6/28/2022

Highly Satisfied: Always a pleasant experience, very accurate order and the speed of delivery was great. After all the issues I've had with Chipotle this order made my day

★★★★★★★★★★★★★★★★

Bloomington on 6/28/2022

Highly Satisfied: Food was yummy. Food was fresh. Customer service was exceptional as usual.

★★★★★★★★★★★★★★★★

Keep up the great work!