Bolar Times

News for Twin Cities Pancheros *June 2023*



PANCHEROS MEXICAN GRILL

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

BURRITOS BETTER BUILT

Manzanares named Manager of the Year

Congratulations to Adriana Tapia Manzanares for being named Manager of the Year for the Bolar Group. Adriana and her Brooklyn Park team posted sales growth of nearly 20 percent for 2022 while maintaining target food and labor costs. Bob and Margie were recently on hand to recognize her achievements.

Bob called her accomplishments for 2022 an outstanding example of hard work and leadership. He added, "Adriana brings so much to our company. Her leadership by example and the care she shows for her team and our customers is a major asset. We're excited to recognize her as Bolar Manager of the Year."

Manager of the month will be continuing in 2023. Starting in June we'll be releasing updated goals and objectives to our store managers and their teams. Previously, manager of the month was awarded based on sales growth, food cost management, loyalty sign-up and customer survey completions.



Bob with the 2022 Manager of the Year, Adriana Tapia Manzanares

A Note from Bob...

I hope everyone is well and enjoying our Minnesota summer!

I enjoyed spending time with Adriana recently when we presented her the "Manager of the Year" award. I'm proud of what Adriana and her team have accomplished.

With our 8th location opening this year, Bolar is growing! We will be interviewing both inside and outside our company for new managers. If you're interested in a management position with Bolar, please contact Donna Koebrick and set up an interview.

As we continue to see more and more "to-go" and "delivery" orders at our restaurants, our attention to detail is very important. Nothing is more frustrating for a hungry customer than to finally get their order home and find mistakes in fulfillment. When you're working on a 'to go' order it's important to check and double-check order accuracy. Getting this right is a major key to our success and I look forward to seeing each of our stores improve our customer service feedback in this important area. Thank you for your assistance.

Sunshine and warm weather is always a welcome sight in Minnesota and it's good for business too! It's wonderful to see our patios open and full of customers!

In the coming weeks, I'll be visiting each of our stores and look forward to seeing the Bolar Team in action! See you soon.



Best regards,

Bob

8th Location Maple Grove progress moving along



Progress continues at Twin Cities Pancheros #8 in Maple Grove. Steve Binstock reports that he and his team will start improvements inside the building in the next two to four weeks. We anticipate our grand opening will occur in the late summer or early fall.

Bob reports that our Maple Grove location #8 will be a first for Bolar. He added, "Maple Grove will have our first drive thru pick-up window. This feature is working well in other new Pancheros locations, and we believe it will be well received by our to-go customers."

The Maple Grove retail area is vibrant and our location on Elm Creek Boulevard in Arbor Lakes is surrounded by a strong assortment of retail and restaurant brands.





Our Maple Grove location will be a first for Bolar featuring a drive thru pick-up window. Our new location will have signage visibility from both Elm Creek Blvd and Interstate 94 freeway.







Work inside the building should begin in the next two to four weeks.

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!

★★★★★★★★★★★★★★★★★★★★★★★★

Apple Valley

Online ordering was easy. Food tasted good. Only critique would be adding a little more meat/ maybe mixing ingredients in burrito. Overall very good and would eat again.

Very satisfied with everything. I stopped going to Chipotle because Pancheros is better all around. If I had to complain about anything it would be that there isn't enough locations in the Twin Cities area.

Quick service, accuracy of order, great portion size.

★★★★★★

The workers were friendly and helpful. The ingredients were fresh. The portion sizes were generous.

★★★★★★★★★★★★★★★★★★★

Bloomington

The app is very easy to use. The food quality is higher than comparable restaurants. The value is very good. The spped is super quick.

★★★★★★

Great burrito bowl!

The staff is the best. They remember me and are welcoming and great. The fresh food is very delicious.

★★★★★★

Service was fast and friendly. Team leader was very friendly and knew who I was and what toppings I liked. Very effecient staff.

Convenient, fast and friendly. A little pricer than Chipotle with less food. It's cool that they freshly make the tortilla as you order. Would probably come back as this is one of the few places nearby my husband's office.

★★★★★★

★★★★★★