

## April NEWSLETTER

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### 100 for 100

- #1601** Jamie Sible, Christina Nicholson and Michelle Kratzer \$100  
**#2028** Sharion Genwright, Madison Holcomb and Ashley Hogan \$100

### Referral Bonus

- Layne Vaughn \$200.00  
 Courtney Lightfoot \$200.00  
 Lisa Ravenscraft \$200.00  
 Tiffany Smith \$200.00

### Shout Outs

- Dena Coker** and **Alex McVay** from Hayesville NC location.
- Outstanding dedication and exceptional customer service.

### Fast Food Employee of the Month

- Dominique Johnson's Area: Full-time: Yvette Linen - B. Neck Subway**
- Does a great job making sure paperwork is done correctly
- Part-time: Jarrell Livingston - B. Neck Subway**
- Does a wonderful job keeping the store clean.
- Crystal Church's Area: Full-time: Kinsley Ashley - Princeton Subway**
- Outstanding work ethic
- Part-time: Janae Thompson - BS Subway**
- Great worker and wonderful customer service.

## FEBRUARY MANAGER OF THE MONTH

Name	Division	Location	Award
Lisa Coats	Div I	Poinsett 6002	February 2024
Kathy Hicks	Div II	Walnut Grove 2017	February 2024
Lindsey Ferqueron	Div III	Templeton Rd 2043	February 2024
Danny Lewis	Div IV	Arch St 8001	February 2024
Sarah Smith	Fast Food Division	Cross Anchor Hardees 6005	February 2024

# March Employee of the Month

*(To qualify employees must meet the criteria below, and no missed or late shifts)*

- Greet Customer
- Smile and be courteous
- Ask for the rewards card and sign customers up if they don't have one
- Plus, sell
- Thank customers
- Ask the customer to return

**Great Job and Congratulations to the employees listed below**



## ★ Andy's Area

2003 Aarick Moore  
2011 Donna Porter  
2013 Edna Stephens  
2018 Kennedi Burnett  
2035 Summer Pestock  
3005 Wilma Vance  
4005 Trevon Garrett  
5003 Henry Ingham  
6002 Rhonda Wilson

## Amanda's Area

1000 Craig Forster  
1102 Pamela McGuire  
2008 Deborah Madaffari  
2025 Robert Barton  
2032 Charles Thomasson  
5001 Ernie Robinson  
5002 Jessica Smith ★

## Ashely's Area

1103 Brittany Jenkins  
1601 Kayla Sanders  
1607 Kandice Toth  
1608 Marquita Richards  
2024 Sabrina Bryant  
2027 Jade McRae ★  
2028 Tracy Rich

## ★ Debbie's Area

2005 William Curry  
2010 Fayyaz Ullah  
2017 Roxanne Cothran  
2019 Haleigh Johnson  
2042 Matthew Bolton  
2043 Abigail Kilburg  
6004 Mariah Rice Davis  
6007 Stephanie Hudson

## Michelle's Area

1201 Timothy Whittle  
2009 Steven Davenport  
2022 Rose Tuna  
3003 Crystal Glosser ★  
3004 Charlene Groom  
4004 Tyler Wallace

# Open Enrollment 2024

April 15th - 26th



- Changes take effect May 1st
- No action required if you are not making any changes. Your current benefits will roll over.
- Medical premiums for employees have not increased in 8 years, with the rise in medical cost there will be a slight increase to your medical premiums for the 2024-25 year.





# EMPLOYEE SPOTLIGHT



**Craig Forster**  
**Sylva Location**

This month's Hot Spot employee spotlight shines on Sylva's assistant manager Craig Forster. Craig has been with the company for five years and has been Lisa Poole's assistant at the Sylva, NC location for the past four years. He has helped at several different stores in the area, whenever another location needed him. Craig has been a reliable and dependable team member, always ready to lend a hand to anyone in need.

Originally from Anderson, SC, he moved to Highlands, NC in middle school. After graduating, he moved down to Sylva to attend Southwestern Community College for graphic design. He then transitioned into his role at Hot Spot and established himself as a dedicated, integral part of our team. Craig's main hobbies are 3D design, web design, and programming. He spends most of his free time designing 3D assets and scenes used in animations, games, architecture visualization, and 3D printing. He also does freelance work helping clients online with their projects. Craig has loved designing since he was very young and has always been very interested in technology.

He loves working for Hot Spot, saying the people he works with are like a big family to him. He has gotten to know a lot of team members in his time with the company and believes we have the best team a company can have. We are proud to have him as part of our Hot Spot family.

## From the President's Desk

It is April and spring is definitely in the air. Some recent storms have now passed and the weather is starting to warm up, which always makes me think of kids out of school for the summer, and summer vacations at the lake or the beach. Definitely something to look forward to.



At Hotspot it means business is picking up and an opportunity to keep growing our sales and beat our competitors.

The reason that Hotspot, a local, family business continues to thrive in this highly competitive business surrounded by large companies such as QT, Circle K, 7-Eleven, Speedway, and RaceTrac is because of our extraordinary employees. Thank you all for what you do every day to make us successful. What you do to keep our customers satisfied and happy is much appreciated!

We now have 13 full Hottie's Kitchens open with more planned in the near future. If you get a chance, stop by the Sangaree location and see the beautiful remodeled store that is now complete. Great job to everyone on the team that helped make that happen.

*Harvey Hicks*

# APRIL Birthdays

Crystal	Hudson	2304	De'andre	Landrum	6002
Diana	Starovoytov	2303	Anita	Emrich	6002
Lillianna	Yang	2303	Sonya	Crocker	2988
Zachary	Whiteman	2018	Stephen	Cooke	2983
Natalie	Mullins	2018	Christopher	Phillips	2305
Dakota	Carroll	3005	Nancy	Mann	5004
Lisa	Felder	3004	John	Gilmore	1608
Keisha	Gibbs	3004	Stephanie	Williams	1601
Hazel	Rice	6004	Marquesha	Smalls	3003
Ashley	Fowler	5002	Danielle	Devlin	3003
Alexander	Davis	5002	Noah	Fries	2028
Linda	Duncan	2005	Myson	Borrillo	2028
Jennifer	Barber	2005	Michelle	Howell	2028
Myrtle	Dickerson	2005	Tyree	Jordan	2028
Margie	Reeves	2022	Renika	Clark	2306
Malisa	Storey	2022	Maddox	Xayabath	2306
Erica	Murray	6005	Nivesha	Floyd	2306
Donald	Killough	6005	Jamaria	Fulton	2306
Christina	Gwinn	2042	Wesley	Mills	1000
Shelbie	Goble	2042	Denise	Miller	1000
Jayleen	Fannon	5003	Danielle	Mckee	2035
Nylai	Morelos	2308	William Heath	Foster	2980
Donna	Dunham	2308	Andrew	Moore	2980
Tashia	Baldwin	4004	Steven	Davenport	2009
Matthew	Doane	4004	Haleigh	Johnson	2019
April	Hudson	2011	Michael	Mooney	2010
Troy	Knox	2991	Shelby	Herscha	2010
Roxanne	Cothran	2017	Alyssa	Zahand	6007
Patricia	Goodrich	2017	Joe	Mayberry	6007
Charles	Anderson	2025	Samuel	Smith	2003
Jeffrey	Darr	2013	Moore	Arrick	2003
Kara	King	2013	Fayanna	Owens	2003
Shankar	Shrestha	2013	Avariee	Johnson	2309
Lisa	Coats	6002	Gregory	Farmer	2032
Mark	Lanning	6002			

# REFERRAL BONUS

## TEMPORARY REFERRAL BONUS PROGRAM

This program applies to ALL employees, except management. Employees will receive a **\$200** bonus for referrals that are still employed after 60 days.



**HOT SPOT  
NOW HIRING**

**JOIN OUR TEAM**

- GREAT STARTING PAY
- MONTHLY SALES CONTEST
- RAISE AFTER 90 DAYS
- SPECIAL HOLIDAY PREMIUMS
- 401K AVAILABLE
- VACATION PAY STARTING AT 6 MONTHS
- HEALTH/LIFE INSURANCE
- PAYING EXTRA FOR BILINGUAL

**APPLY TODAY AT [WWW.WEBSITE.COM](http://WWW.WEBSITE.COM)**

## The Hartford Employee Assistance Program (EAP) –For All Employees & Family Members

Are personal problems affecting your focus and performance at work? You are not alone. The EAP offers services to help you deal with personal problems you may be facing.



### What does the EAP cover?

- Substance abuse
- Stress management
- Financial problems
- Divorce/marital problems
- Crisis intervention
- Legal problems

EAPs offer education, awareness and counseling services to help you with your problems.

**AND YOUR PARTICIPATION IN THE PROGRAM IS STRICTLY CONFIDENTIAL AND FREE!**

Contact your HR department for more information.

To start getting help today call: 1-800-964-3577

[www.guidanceresources.com](http://www.guidanceresources.com)

First time users click register

Organization Web ID: HLF902

## March/April Sales Contest Items

### Contest items



Kind Bars – 2 for \$4.00

5-Hour Energy – 2 for  
\$6.00

Fatty Beef Sticks – 2 for  
\$6.00

Bridgford Jerky - \$6.99

Mars Candy – 2 for \$4.00

Monster Energy – Buy 2  
get 1 free

Mars Candy (King Size) – 2  
for \$6.00

**1 Cashier Winner for each of the 4 Divisions \$500.00 per item.**

**1 Store Manager Winner for each of the 4 Divisions \$250.00 per item.**

**1 overall District Manager Winner for each contest \$250.00 per item.**



## **Know Your Company's Values**

**Are you aware of your employer's core values? Values shape a work culture, wow customers, help an organization compete, and may influence the world at large. Some of your most well-respected peers likely reflect the employer's core values. Value statements typically apply to everything a company does, but understanding how they apply to your job may elevate your position and advance your career. And taking them to heart can help you be more engaged or even influence promotions.**



## ***THE COMPANY'S MISSION STATEMENT***

**The goal of RL Jordan Oil Company, Hot Spot stores, and our restaurants is to provide our customers with excellent and convenient service, a clean, safe and pleasant environment and quality products at competitive prices for the purpose of building a profitable business. Furthermore, it is the Company's intention to strive to provide satisfying and rewarding employment believing that satisfied employees will result in satisfied customer.**

## What a Small Garden Can Do for Wellness



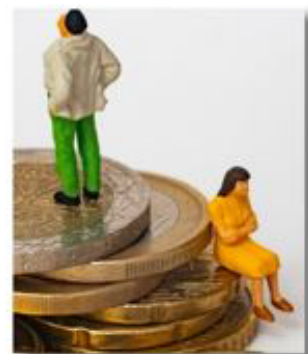
Spring is the perfect time to explore gardening—for both fresh produce and enhanced well-being. You can start with a single pot or a square foot of space, and with a bit of sunlight seize this wellness opportunity to help manage stress. Gardening promotes relaxation, relieves tension, enhances mood, improves emotional well-being, encourages mindfulness, and gives you a sense of grounding, connection to world around you, awe of nature, and achievement. A larger garden will give you loads of exercise too. Start today—a handful of seeds is only a couple of bucks!

## Understanding Alcohol's Impact on Health Beyond the Hangover



Acetaldehyde is a toxic substance produced by your liver when alcohol is metabolized (and is a main contributor to a hangover). But acetaldehyde is also considered a carcinogen. The Centers for Disease Control and Prevention notes that consuming three or more alcoholic drinks daily raises the risk of stomach and pancreatic cancers, but heavy alcohol use is also a risk factor for cancers of the head and neck (mouth, throat, and voice box), liver, colon, rectum, and breast! Strong suspicions are associated with prostate cancer as well. Is addressing a potential alcohol use disorder a priority for you? Begin with a free, confidential assessment through your EAP or consult with a professional treatment provider. Learn more at [www.cdc.gov](http://www.cdc.gov) (search "alcohol and cancer").

## Avoid Couple Troubles Over Money



Money troubles among couples are common, but resolving them is possible, or you can try avoiding them if your relationship is new. Tips for couples:

- 1) Communicate openly and honestly about financial goals, spending habits, and values to reduce misunderstandings and disagreements.
- 2) Set specific, achievable financial goals together so you work toward a common financial future.
- 3) Avoid resentment and imbalance in your relationship caused by unequal contributions to your shared financial responsibilities.
- 4) Few things will cause more stress than debt, so create a budget and stick to it to avoid overspending. (Many couples attempt this task, but they are undermined by not starting first with #1 above.)
- 5) Avoid secrets or hiding financial information. Money has a powerful impact. Don't underestimate it. Secrets can erode the essential trust needed to make your relationship thrive.
- 6) Turn to expert sources to help guide your financial future.

## Self-Motivation vs. Self-Discipline for Enhanced Success



Self-motivation is the inner drive to achieve a goal, but *self-discipline* is what makes things happen. Self-motivation is easier to come by than self-discipline. You may know this already if you didn't stick to the action steps of a New Year's resolution. Self-discipline includes consistently resisting distractions, frequently delaying gratification, and adhering to routines or plans, even in the face of challenges. To improve self-discipline: 1) decide on—and visualize—a goal; 2) divide the goal into small tasks; 3) repeat #2, with the tasks made even smaller; 4) fit the tasks into time slots of an existing daily routine—a key point because a routine *pulls you* along with less reliance on willpower to act; and 5) reward your successes, big and small.

# April is Autism Awareness Month

The first National Autism Awareness Month was declared by the Autism Society in April 1970.

The aim of this month is educating the public about autism. Autism is a complex mental condition and developmental disability, characterized by difficulties in the way a person communicates and interacts with other people. Autism can be present from birth or form during early childhood (typically within the first three years). Autism is a lifelong developmental disability with no single known cause.



People with autism are classed as having autism spectrum disorder (ASD) and the terms autism and ASD are often used interchangeably. A wide spectrum disorder, people with autism have set of symptoms unique to themselves; no two people are the same.

## Increasing Awareness About the Common Characteristics of Autism

While no two people with autism will have the same set of symptoms, there are common characteristics found in those with this complex disability. Briefly, these characteristics include: **Social Skills** People with autism have problems interacting with others; autistic children do not have adequate playing and talking skills. Mild symptoms on one end of the spectrum may be displayed through clumsy behavior, being out of sync with those around them and inappropriate or offensive comments being made. At the other end of the spectrum an autistic person may not be interested in others.

**Empathy** - Empathy is the ability to recognize and understand the feelings of another person. People with autism find it harder to show empathy to others although they can be taught to acknowledge the others feelings.

**Physical Contact** - In some cases, autistic people do not like physical contact such as hugs, tickling or physical play with others.

**Sudden Changes to Their Environment** - A sudden change in the surrounding environment may affect a person with autism. There could be a loud noise, a change in intensity of lighting or even a change in smell.

**Speech** - Speech can be affected in people with autism. 'Echolalia' is a typical speech symptom in which the person repeats words and phrases that they hear. The speech tone of an autistic person may be monotonous. Where symptoms are more extreme the person may not speak.

### The Puzzle Ribbon Is the Symbol for This Event

**Changes to Behavior and Routine** People with autism often display repetitive behavior in which they repeat the same action many times over. For example, a person with autism may repeatedly pace around a room in a certain direction. Any change to their behavior or routine can be unsettling for them. This could be a reordering of daily activities such as when a person brushes their teeth, takes a shower and has breakfast when they get up in the morning.

Other characteristics of autism include an unpredictable learning rate, obsessions and physical tics.

## Autism Is Widespread, Awareness About This Condition Is Not

In the United States, autism affects 1 in every 110 children. National Autism Awareness Month aims to make the public more aware about this widespread disability and the issues which arise in the autism community. As about 1 in 150 people in America have autism, the chances are that you know someone with this disability. A better-informed public will be more empathetic and supportive towards people with autism.

April is backed by the Autism Society of America which undertake a number of activities to raise awareness about autism. The Autism Society has local chapters throughout the United States which hold special events throughout April.

The 'Puzzle Ribbon' is the symbol for Autism Awareness and is promoted by the Autism Society as means of supporting awareness for autism. The Puzzle Ribbon may take the form of a pin attached to clothing, a fridge magnet or a sticker and are available to purchase from the Autism Society website.



# Safety Quote

**A great safety culture: When people continue to work safely and do the right thing... even when no one is watching.**



***Safety shouldn't just be a priority when the boss is around. By cultivating a great safety culture, it becomes a way of life.***

## April is Distracted Driving Awareness Month!

Did you know over 3,000 people die every year due to distracted driving? Learn valuable tips to reduce distracted driving and take the pledge to Just Drive.

### Tips to Avoid Distracted Driving



When you hear the words “unsafe driving,” you likely think of speeding or drunk driving. But **distracted driving** results in more than 3,000 deaths each year, all of which could have easily been avoided with simple care and planning.

#### What is Distracted Driving?

**Distracted driving** is driving while doing another activity that takes your attention away from the road, including talking or texting on the phone, eating, drinking, chatting with people in the car, and adjusting the radio or navigation system.

There are three main types of driver distraction:

- Visual: taking your eyes off the road
- Manual: taking your hands off the wheel
- Cognitive: taking your mind off driving

While we may not all admit it, most of us have done these secondary tasks while driving. And in almost every situation, that secondary task can wait.

#### Put Down the Phone

It may come almost second nature to so many of us in this day and age, but texting is considered the most dangerous type of **distracted driving** because it combines visual, manual and cognitive distractions.

When you're texting, you are taking your eyes off the road, your hands off the wheel and your mind off driving. That's when accidents happen. In fact, one study found that a texting driver is 23 times more likely to get into a crash.

Even if you aren't typing a response to your latest text, reading one is just as dangerous. It takes less than 5 seconds to read a text message. At 55 mph, that's like driving the length of an entire football field with your eyes closed.

Besides being risky, texting while driving is against the law in 48 states. And when an accident occurs while a driver is texting, they are almost always deemed at fault.

Talking on the phone while driving is extremely dangerous as well. Even hands-free cell phone use involves visual and cognitive tasks at least half of the time, which of course increases the chances of an accident.

### **Other Steps to Avoid Distraction**

Staying off the phone is the first step in reducing **distracted driving**, but there are many other factors that can distract drivers, all of which have easy solutions.

**Prepare your GPS.** Programming navigation takes, on average, 40 seconds to complete. It then takes another 13 seconds for the brain to refocus. That's almost one full minute of not focusing on driving! Input your route before you start driving and study the directions, so you are familiar with where you're heading. Whenever possible, have a passenger provide directions for you.

**Fuel (yourself) up.** If your stomach is growling right before you're about to hit the road, make sure to energize your body with a meal or filling snack so you aren't tempted to eat while driving. Munching on food requires attention that should be reserved for the road. For lengthy road trips, stop and pull over to eat. This is also a good opportunity to stretch your legs and get some fresh air.

**Check your phone settings.** Most smartphones have a "driving mode" option within the settings that can be activated when your phone or Bluetooth connection senses your speed and movement. There are also numerous downloadable apps that can block incoming texts or calls, except certain specified numbers, and don't allow you to use many in-phone apps.

### **Safe Travels**

**Driving distracted** is a serious issue. Too many lives are lost each year — about nine every day — because of a quick text message or phone call. But the good news is that many accidents can be prevented simply by keeping your eyes, hands and mind focused on driving. Always give the road your complete attention. We want to see you make it safely to your destination. Please remember these tips, and safe travels.