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McDonald's Commits \$250M to Improve Diversity of Franchis

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### This Shelf-Stable Menu Item Produces Zero Food Waste

As operators battle rising costs on multiple fronts, here's a menu



### How This Fast-Growing Franchise Manages Brand Compliance

With Ziggi's Coffee opening new stores weekly, consistency is key.

item that can help control costs.

## CHAIN NEWS

Select from below



## TOP HEADLINES



### Restaurants Can't Predict the Future, But They Can Prepare for It

Running a restaurant as a technology-enabled business is key.

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### The Story Behind Subway's Historic Menu Refresh

The largest update in brand history started with communication.

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### Miller's Taps into 50 Years of Equity to Ignite Franchising

The brand bolstered its franchise offering with a store prototype.

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### Introducing Pinkbox, the 'Willy Wonka' of Doughnuts

Pinkbox Doughnuts has more than 100 flavors in its library.

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### 5 Tips to Navigating Supply Chain Disruptions

Food waste is one of the largest areas of potential cost savings.

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### Jack in the Box to Acquire Del Taco for \$575 Million

The combined company will operate more than 2,800 stores in 25 states.

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## MOST POPULAR



**MEET THE RESTAURANT INDUSTRY'S 12 DIGITAL DISRUPTORS**



**THE 37 BIGGEST FAST-FOOD CHAINS IN AMERICA**



**THE 27 FASTEST-GROWING QUICK-SERVICE CHAINS IN AMERICA**

## Top Stories



### **Panera Unveils First Next-Generation Restaurant Design**

It's built "with the best of what makes Panera unique."



### **5 Ways Starbucks is Innovating the Customer Experience**

Starbucks is leveraging technological and experiential methods.



### **Jack in the Box to Acquire Del Taco for \$575 Million**

The combined company will operate more than 2,800 stores in 25 states.



### **How Little Caesars Plans to Bolster Market Share**

The chain expects a return to net unit growth.

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## **FAST CASUAL 2.0**



**Pizza Factory Debuts in Texas**  
The chain has signed 20+ franchise agreements in 2021.



**Mici Handcrafted Italian Offers Take-Home Holiday Lasagna**  
The item is available from December 15 through January 1.



**Taco Cabana Unveils New Birria Quesadilla and Tortilla Soup**



**As 2022 Arrives, The Restaurant of the Future Comes Into Focus**  
Digital, safety, and convenience draw a roadmap for the future.

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## EMPLOYEE MANAGEMENT



**Sheetz Appoints Travis Sheetz as CEO**

He previously served as the chain's first COO in company history.



**A&W Launches 'Anti-Celeb Meals' Campaign to Recruit Workers**

A&W worked with Coomer to create to stand out in a crowded market.



### Taco Bell Hires Nike Vet Sean Tresvant as Global Chief Brand Officer

Sean Tresvant was responsible for defining the Jordan Brand voice.



### Jack in the Box Invests in Robotics to Curb Labor Issues

Limited operating hours due to staffing hurt comps by 3 percent.

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## SPECIAL REPORTS



### Restaurants and The Great Diversity Divide

Over the past year, restaurants have launched a slew of DEI initiatives, but will their efforts finally reach the highest levels of leadership?



### At White Castle, a Century of Cravings and Counting

The slider legend turned 100 this past year with its most exciting opening yet —further proof its fervent fan base still can't get enough.



### The 2021 QSR® magazine Drive-Thru Study

After COVID-19, the future and shape of the quick-service industry might just rest on the drive-thru.



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# COVID, the Labor Shortage, the Supply Chain...and the QSR Digital Experience

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## ON DEMAND!

### Why Brands Like McDonalds and Starbucks Choose Bankable Points

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## ON DEMAND!

### The Big Game Changer in QSR Marketing

How operators are driving guest frequency and spend by making the radical shift from mass marketing to one-to-one marketing

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## ON DEMAND!

### Accelerate Your Business Through Digital Restaurant Ecosystems

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### The Future of Fast-Food Drive-Thru Arrives Early

The No. 1 lifeline for restaurants during a global pandemic might never look the same.

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### The Next Frontier of Restaurant Franchising

Optimism abounds for quick-service brands looking to grow. But COVID-19's impact can't be forgotten just yet.

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### Inside the Plan to Build a Better Subway

This summer, CEO John Chidsey began a multi-year journey to transform the world's largest restaurant chain

around the globe. And it starts with an overhaul of the total guest experience.



## The QSR 50: The Fast-Food Industry's Leading Annual Report

A look at how the 50 biggest brands in America navigated the greatest crisis in restaurant history.



## When COVID-19 is Gone, What Will Become of Restaurant Delivery?

One of the industry's most complicated segments is in for a wild ride.

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### RECENT NEWS

Pizza Factory Debuts in Texas

Taïm Mediterranean Kitchen Opens First Brooklyn Store

Starbucks to End Upcharge for Plant-Based Milk

Seven Brew Drive-Thru Coffee Opens in Springfield, Missouri

Home Team Restaurant Group Adds Reina Cookies to its Portfolio

GRUBBRR to Offer Free Samsung Kiosks to Operators

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## SMART CHAIN REPORTS

The Power of POS

The Power of Packaging

Spotlight on Safety

Kitchen Tech

Tackling Takeout (Off-Premises Solutions)

The Future of Drive Thru

Vendors to the Rescue

Restaurant Equipment & Technology 2020

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### MARKETING & PROMOTIONS

Surging Papa John's  
Unleashes New  
Brand Vision



5 Direct Mail Advertising Examples  
for Your Restaurant

The Next Big Restaurant Marketing  
Trend You Haven't Heard Of

### FAST FOOD

As 2022 Arrives,  
The Restaurant of  
the Future Comes  
Into Focus



How Nathan's Built a Virtual  
Restaurant Empire

The Story Behind Subway's Historic  
Menu Refresh

### FINANCE

Danny Meyer  
Invests in



### CONSUMER TRENDS

Restaurants  
Remain 750K



**INVESTS IN**  
**Emerging Taco**  
**Chain Tacombi**



Jack in the Box to Acquire Del Taco for \$575 Million

Fast Food Emerges from COVID a More Resilient Industry than Ever

**REMAIN 750K**  
**Workers Short of**  
**Pre-COVID Levels**



Why Restaurants Should Turn to Self-Ordering Tech

Welcome to the Restaurant Inflation Story of COVID-19

**EMPLOYEE MANAGEMENT**

**Jack in the Box**  
**Invests in Robotics**  
**to Curb Labor**  
**Issues**



Portillo's Paying Employees 20 Percent More as Pressures Continue

Improving Restaurant Employee Retention With a Data-Driven Culture

**FAST CASUAL**

**Creating the**  
**Restaurant of**  
**Tomorrow with**  
**The Culinary Edge**



Miller's Taps into 50 Years of Equity to Ignite Franchising

Introducing Pinkbox, the 'Willy Wonka' of Doughnuts

**RESTAURANT OPERATIONS**

**Restaurants and**  
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5 Tips to Navigating Supply Chain Disruptions

How COVID Changed the Role of the Restaurant CFO

**FRANCHISING**

**McDonald's**  
**Commits \$250M to**  
**Improve Diversity**  
**of Franchisees**



Franchise 'No Poach Agreements' Come Under Fire

How Little Caesars Plans to Bolster Market Share

**HEALTH & WELLNESS**

**What Wellness**  
**Means Now for**  
**Restaurants**



The Missing Puzzle Piece of the Workforce Crisis

McDonald's Happy Meals are Still Getting Healthier

**EMERGING CONCEPTS**

**Behind the Scenes**  
**of Jamba's Game-**  
**Changing Robotic**  
**Kiosk**



Bluestone Lane Bursts Onto the Boutique Coffee Scene

How a Midwest Pizza Company is Beating the Labor Shortage

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## DRIVE THRU

**Status Check:  
Drive-Thru  
Continues to Pace  
Quick-Service  
Recovery**

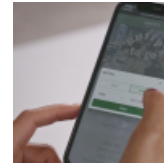


Convenience Doesn't End at the Drive-Thru Anymore

Inside the Rise of the Game-Changing 'Chipotle'

## CUSTOMER EXPERIENCE

**Boosting Guest  
Loyalty with First-  
Party Platforms**



The Future of Fast-Food Drive-Thru Arrives Early

So You Want to Be a Lifestyle Brand?

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## TECHNOLOGY

**Restaurants Can't  
Predict the Future,  
But They Can  
Prepare for It**



How Technology Can Save the Customer Experience at Restaurants

How Restaurants Can Excel in a New Era of Customer Experience

## MENU INNOVATIONS

**With Spicy Food,  
Restaurants Search  
for Next Big Thing**



Is a 'Renaissance of Sandwiches' Coming to Quick Service?

McDonald's Plant-Based Burger Could Add \$200M in Beyond Meat Sales

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## BUSINESS ADVICE

**6 Questions with  
Zaxby's CDO  
Vanessa Fox**



Best Practices for Restaurant Text Marketers

The Power of Franchising in a Post-Pandemic World

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Expert  
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## OPERATIONS

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