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### **₩**ELMS

"I know the price of success: dedication, hard work and an unremitting devotion to the things you want to see happen."

# Frank Lloyd Wright

E.L.M.S. GOAL:

95.0%

STORE SCORE WEEK ENDING JANUARY 17, 2009:

82.6%



FRONT END NEWSLETTER ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the ELMS Goal of 95% or better for week ending Jan. 17, 2009:

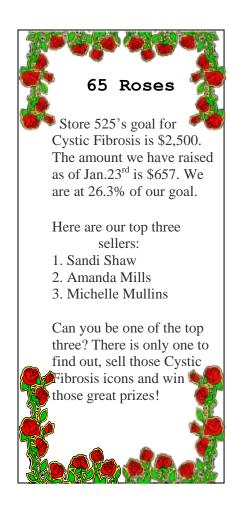
<u>NAME</u>		<b>SCORE</b>
Cody Thornburgh		114.2%
David Lemelin	2	107.7%
Karen Tenney		106.9%
Lucas Breeden	n	101.1%
Megan Metcalf		99.9%
Robbie Welsh		99.8%
Amanda Cales	K /	98.6%
Jared Roberts		98.1%
Michelle Mullins		97.6%
Sandi Shaw		97.4%
Ethan Adams		97.2%
C.J. Miller		96.3%

### THOSE WHO MADE *GREAT IMPROVEMENT* IN THEIR ELMS SCORE

As The Store Score Dropped Last Week So Did The Number Of People That Are Making A Substantial Improvement In Their ELMS Score. This Week We Did Not Have One *GREAT CASHIER* Improve Their Score By 10% Or More. As Our Great Cashiers Improve Their ELMS Score, The Store ELMS Score Will Improve As Well. So Let's Strive To Improve Our Scores Thus Improving The Store Score As Well. With An Improved Store Score Our Great Cashiers Will Earn Their "You Are Great" Cards By Meeting The Criteria.

THIS WEEK SCORE WAS A DECREASE **OVER LAST WEEK SCORE**. WE WENT FROM 84.7% TO 82.6% THAT WAS A DECREASE OF 2.48% WE NEED TO CONTINUE TO IMPROVE ON A DAILY BASIS TO ACHIEVE THE ELMS GOAL OF 95%!

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# COUTERYS CLERK CUSTOMER ENGAGEMENT

Objective: To deliver a fast, friendly, and consistent Customer checkout experience through engagement with the Customer throughout the transaction and by adopting Courtesy Clerk Best Practices; **Greeting, Assisting, Bagging** and **Thanking**. Courtesy Clerks should engage a Customer throughout the checkout experience by:

GREETING: Say "Hello! How are you today?"

<u>ASSISTING:</u> Help the Customer with the bottom of bascart and unloading of bascart.

<u>BAGGING:</u> Use proper bagging techniques and **Strive For 5**. <u>THANKING:</u> Thank You for shopping with us!







## JANUARY BIRTHDAYS & ANNIVERSARIES

<u>Birthdays</u> Ethan Adams	HAPPY NEW YEAR	<u>Date</u> January 15
<u>Anniversaries</u>	Date	Years
Amanda Mills	January 3 2008	1
David Lemelin	January 15 2005	4
Dennis Harbin	January 17 2008	1
Hasmukhbhai Patel	January 17 2006	3

LEARN HIGH USAGE PLU CODES: White Seedless Grapes 4022 Avocados 4046

4046 Red Seedless Grapes 4023 Large Navel Oranges 3107

PLU SALE ITEMS FOR THIS WEEK:



A Note From Mr. Wells Concerning New Uniforms

All stores will be going to the new uniforms, blue shirts and black pants, sometime during the 2009 fiscal year. As stores are supplied with new uniforms the old ones will be rotated around to other stores until all stores are complete.





BEING RING TENDER EFFECTIVE IS PART OF KROGER'S CUSTOMER 1<sup>ST</sup> STRATEGY OF PROVIDING WORLD CLASS SERVICE!



# CYSTIC FIBROSIS

65 Roses

The fundraising for Cystic Fibrosis has begun and will run from Jan. 13 through Feb. 14, 2009. This is a very serious and life threatening disease and needs

the support of fund raisers like this to find a cure as well as treat those with the disease. Your efforts in helping with this cause will go a long way to in supporting the CF Foundation and you can win some cool prizes as well. So get out there and support this great cause. Here are some quick facts, info and other ways you can support the Cystic Fibrosis Foundation.

Cystic fibrosis is an inherited chronic disease that affects the lungs and digestive system of about 30,000 children and adults in the United States (70,000 worldwide). A defective gene and its protein product cause the body to produce unusually thick, sticky mucus that:

- clogs the lungs and leads to life-threatening lung infections; and
- obstructs the pancreas and stops natural enzymes from helping the body break down and absorb food.

#### Quick Links:

- http://www.cff.org
- http://www.cff.org/GetInvolved/ShopTheMarketplace/
- http://clicksforcf.com/



**Cool Site Check It Out!** Clicks! for Cystic Fibrosis has created an easy way for individuals to ensure their favorite charity receives a portion of the profit from their online purchases. When an internet user wishes to make a purchase with any of over 400 leading online retailers (such as Barnes and Noble, Apple Store, Disney, Macy's, Dell, Linens N Things, Staples, and many, many more), all they need to do is locate them within the Clicks! for Cystic Fibrosis retailer directory and use the link provided for that vendor. Here is the site address: http://clicksforcf.com/



REMEMBER, ASK FOR ME, BOB!





# Raymond James Stadium



6:00 p.m. on NBC

Super Bowl XLIII Sun. Feb. 1, 2009

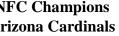


**AFC Champions Pittsburgh Steelers** 





**NFC Champions Arizona Cardinals** 





**Super Bowl Champions** 

The AFC and NFC Champions have been crowned and they are the Pittsburgh Steelers and the Arizona Cardinals. Super Bowl weekend will be busy here at the store so here is a quick list of common party supplies for you to help the customers find what they need and for you to provide them with service.

Appetizer/Snacks/Dinner	Aisle	Dessert_	Aisle		
Candy	6	Cookie Trays	Deli Dept.		
Chicken Wings	Meat Dept.	Cookies	6		
Chips	17				
Dip	17	<u>Supplies</u>	<u>Aisle</u>		
Fruit Trays	Produce Dept.	an hill for the second			
Hamburger Buns	6	Ice	14		
Hamburgers	Meat Dept.	Napkins	16		
Hot Dog Buns	6	Paper Plates	16		
Hot Dogs	Meat Dept.	Party Balloons	Floral Dept.		
Meat & Cheese Trays	Deli Dept.	Plastic Cups			
Pizza	16	Plastic Cutlery	16		
Salsa	7 & 17	Table Cloths	16		
Snack Crackers	6 Dec lass Dect				
Vegetable Trays	Produce Dept.	and which was have been as the second state of the second state of the second state of the second state of the			
	   	Who will win the Super XLIII?			
Drinks	Aisle				
	The Ari	zona Cardinals or the Pittsburgh S	Steelers, if you have an opinion you		
Beer	17 could wi	could win a "You Are Great" card. Just circle the team that you think will win			
Bottled Water	17 and dro	and drop into the entry box at customer service. ONLY ONE ENTRY PER			
Soft Drinks		<b>PERSON!</b> Duplicate entries will exclude all entries for that person.			
	l I	Circle your choice.			
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