



A HAPPY
NEW YEAR



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"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>	<u>SCORE</u>
Cody Thornburgh	114.2%
David Lemelin	107.7%
Karen Tenney	106.9%
Lucas Breeden	101.1%
Megan Metcalf	99.9%
Robbie Welsh	99.8%
Amanda Cales	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%!

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?”

ASSISTING: Help the Customer with the bottom of bascart and unloading of bascart.

BAGGING: Use proper bagging techniques and **Strive For 5**.

THANKING: Thank You for shopping with us!



JANUARY BIRTHDAYS & ANNIVERSARIES

Birthdays

Ethan Adams

Date

January 15



Anniversaries

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

65 Roses

Store 525's goal for Cystic Fibrosis is \$2,500. The amount we have raised as of Jan.23rd is \$657. We are at 26.3% of our goal.

Here are our top three sellers:

1. Sandi Shaw
2. Amanda Mills
3. Michelle Mullins

Can you be one of the top three? There is only one to find out, sell those Cystic Fibrosis icons and win those great prizes!

PLU SALE ITEMS FOR THIS WEEK:

LEARN HIGH USAGE PLU CODES:

White Seedless Grapes
4022



Avocados
4046



Red Seedless Grapes
4023



Large Navel Oranges
3107





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 1ST
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

Candy	6
Chicken Wings	Meat Dept.
Chips	17
Dip	17
Fruit Trays	Produce Dept.
Hamburger Buns	6
Hamburgers	Meat Dept.
Hot Dog Buns	6
Hot Dogs	Meat Dept.
Meat & Cheese Trays	Deli Dept.
Pizza	16
Salsa	7 & 17
Snack Crackers	6
Vegetable Trays	Produce Dept.

Dessert

Cookie Trays
Cookies



Supplies

Ice
Napkins
Paper Plates
Party Balloons
Plastic Cups
Plastic Cutlery
Table Cloths



Aisle

Deli Dept.
6



Aisle

14
16
16
Floral Dept.
16
16
16



Drinks

Beer	17
Bottled Water	17
Soft Drinks	17



Aisle

Who will win the Super XLIII?

The Arizona Cardinals or the Pittsburgh Steelers, if you have an opinion you could win a "You Are Great" card. Just circle the team that you think will win and drop into the entry box at customer service. **ONLY ONE ENTRY PER PERSON!** Duplicate entries will exclude all entries for that person.

Circle your choice.



Name _____

