

FRONT END Newsletter

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"The real opportunity for success lies within the person and not in the job."
Zig Ziglar

ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the Company Goal of 95% or better for week ending Sept. 13 2008:

<u>NAME</u>	<u>SCORE</u>
Amanda Cales	108.2%
Alice Pinckard	107.5%
Heather Hogan	106.9%
David Lemelin	105.4%
Ethan Adams	102.6%
Mary Irwin	98.6%
Sandi Shaw	98.1%
Lora Huffman	97.4%
Michelle Mullins	96.9%



THOSE WHO MADE GREAT IMPROVEMENT IN THEIR ELMS SCORE

<u>NAME</u>	<u>IMPROVEMENT</u>
Dylan Goodreau	16.84%
Ben Nichols	14.02%
Nicole Jones	12.21%



This week score is a **GOOD IMPROVEMENT** over last week score. We went from 85.0% to 86.7% that is an improvement of 2.00%. That is **GREAT!!!!** Keep up the **GREAT WORK!!!**



E.L.M.S. GOAL:

95.0%

STORE SCORE
 WEEK ENDING
 SEPTEMBER 13,
 2008:

86.7%



CUSTOMER 1ST STRATEGY

Do You Know The Four Keys To The Customer 1ST Strategy?

If Not, Here They Are:



SALE ITEMS FOR THIS WEEK:

LEARN HIGH USAGE PLU CODES:

-  Slicing Tomato
4800
-  Cucumbers
4062
-  Jumbo Sweet Onion
4166
-  Broccoli Crowns
3082



SEPTEMBER BIRTHDAYS & ANNIVERSARIES



Birthdays

- Lisa Collins
- David Lemelin
- Lucas Breeden



Date

- September 2
- September 13
- September 20

Anniversaries

- Alice Pinckard
- Lora Huffman

Date

- September 14, 1982
- September 28, 1981

Years

- 26
- 27

OUR CUSTOMERS ARE TALKING AND HERE IS WHAT THEY ARE SAYING ABOUT OUR GREAT PEOPLE HERE AT STORE 525!



SHARON HARGROVE,
JAMES TABOR, LORA
HUFFMAN AND DANA
FULKERSON

SHARON HARGROVE


“I was in the self-checkout and the associate that helped me was named **Sharon**. I didn’t get her last name but she was very helpful and had a very nice smile. This was my very first time in this store and my first time using the self-checkout. I was standing in a line and **Sharon** said that there was no waiting in the self-checkout and that if I needed any help that she would be close by to help me. She had a customer that was very rude and giving her a very hard time and the whole time she kept a smile on her face. I really felt for her. And I even told her she was doing an outstanding job. And I take my hat off to her. **Sharon** needs to be noticed for her self-control. **Sharon** handled herself very well with that customer.”

JAMES TABOR

“This employee (**JAMES**) was on his way to work when he noticed an elderly man that needed help pushing a mower home. He got off his bicycle and helped him push the old lawn mower up the hill to his home. I saw them outside and the old was so tired he sat down on the grass and we went out to make sure everything was ok. They were both fine and my husband helped them the rest of the way. At first I wanted to let the manager know why he was late because I figured he would be but he wasn’t late in the end. I thought this was one of the nicest things I’ve seen from a young man, I shouldn’t be surprised because they definitely have a fantastic store down there.”

LORA HUFFAN AND DANA FULKERSON

“I look forward to going to my neighborhood Kroger store **Lora Huffman**, my favorite cashier, always has a great, fun spirit with genuine concern for me to have a great experience in the store. **Ted Mills** always makes sure the store is perfect and **Dana** bags my groceries to perfection. Congrats on a great Kroger store on Northshore Drive”



BEING RING
TENDER
EFFECTIVE IS
PART OF
KROGER’S
CUSTOMER 1ST
STRATEGY OF
PROVIDING
WORLD CLASS
SERVICE!

REMEMBER TO ASK FOR BOB!



We Have Great People!



BAGGING TIPS, STRIVE FOR FIVE

- Strive for 5 – place at least 5 items in each bag.
- Use junior bags when only bagging a few items.
- Build walls using boxes.
- Glass items should be in the middle and on the bottom of the bag.
- Glass items should be separated by NON glass items.
- Weight should be distributed evenly across all bags.
- Reuse bags that have come apart from the top tab (wicket).
- Maximum wickets per rack – 3.
- Is plastic OK? Paper bags should not be offered, only used for special customer requests.
- All crushables should be placed in the same bag.
- Do not bag large items.
- Do not double bag unless requested specifically by the customer.
- Separate raw meat from other items.



If you enjoy that pink sauce on Stir Fry then try this recipe, because this is that pink sauce.

RECIPE

Stir Fry Sauce

1 Cup Mayonnaise

3 Tablespoons Splenda or Apriva

3 Tablespoons Rice Vinegar

2 Tablespoons Melted Butter

3/4 Teaspoon Paprika

3/8 Teaspoon Garlic Powder

Directions:

In a small bowl, combine mayonnaise, Splenda or Apriva, rice vinegar, melted butter, paprika and garlic powder. Mix well, cover and refrigerate for 30 minutes. Then enjoy!



WHAT DO YOU THINK?

How often would you like to see the Front End Newsletter: Weekly, Bi-Weekly or Monthly?

What features would you like to see?

What features would you not like to see?

Got something to add: story, comment or suggestion let me know and I will try to include it!

Does this type of communication interest you?

Is this a good idea or a bad idea? What do you think?

Give me your feedback.