



FRONT END NEWSLETTER

ELMS EMPLOYEE PERFORMANCE NEWS

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"The difference between the impossible and the possible lies in a person's determination."

Tommy Lasorda

E.L.M.S. GOAL:

95.0%

STORE SCORE WEEK ENDING
MAY 9, 2009:

92.8%

Cashiers that meet the ELMS Goal of 95% or better for week ending May 9, 2009 and are instrumental in helping us reach our WIG goal:

<u>NAME</u>	<u>SCORE</u>
Jared Roberts	129.0%
Amanda Cales	108.4%
Cody Thornburgh	105.6%
David Lemelin	101.4%
Heather Hogan	100.4%
Sandi Shaw	99.5%
Stefani Taylor	99.3%
Megan Metcalf	97.7%
Lora Huffman	97.3%
Denise Oliver	96.3%
Nicole Jones	95.2%



11 People Made Goal!

THOSE WHO MADE GREAT IMPROVEMENT IN THEIR ELMS SCORE

<u>NAME</u>	<u>IMPROVEMENT</u>
Jared Roberts	21.70%



THIS WEEK SCORE WAS SAME VS **LAST WEEK SCORE**, A 92.8%. THIS WAS NOT AN IMPROVEMENT BUT AT LEAST WE DID NOT DECREASE. SO LET'S CONTINUE TO IMPROVE ON A DAILY BASIS TO ACHIEVE THE ELMS AND WIG GOAL OF 95% EFFECTIVE!



2.2 MILES TO ATLANTA



WELCOME



Let's all welcome our newest Front End Employees:

Carol Winklepleck, Chris Linzy, Ellen Dukagjini,
Kim Snyder, Paul Meinke and Richard Huels

3RD ANNUAL GOLDEN KEY DINNER

Congratulations to Betty Noe, Dana Fulkerson and Lora Huffman. These three Great Associates have been invited to the 3rd Annual Golden Key Dinner in Stone Mountain Georgia on Tuesday, June 2, 2009. Atlanta has recognized these three associates for their commitment to making the "Customer First".



MAY BIRTHDAYS & ANNIVERSARIES

Congratulations to Daniel Small and Jessica Jones for their recent graduation.

"Your schooling may be over, but remember that your education still continues."

Author Unknown



PLU SALE ITEMS FOR THIS WEEK:

LEARN HIGH USAGE PLU CODES:



Green Bell Peppers
4065



On The Vine Tomatoes
4664



Yellow Squash
4784



Seedless Watermelon
4032

Birthdays

Date

Melissa Kelley	May 1
Megan Metcalf	May 1
Mary Irwin	May 2
Tanza Leatherwood	May 4
Penny Smith	May 9
Amanda Mills	May 10
Jared Roberts	May 13
Sandy Yates	May 18
Dana Fulkerson	May 27



Anniversaries

Date

Years

Denise Oliver	May 29 2008	1
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New Web Address Coming Soon!



HOW MANY ENTRIES DO YOU HAVE TO WIN WITH?

Period 4 \$25 ELMS Contest – How Many Entries Do You Have?
 Entries Are Based On ELMS Performance Scores & Bonus Entries.

Don't forget to visit
 Your525Newsletter
 online at
www.your525newsletter.synthasite.com. Be sure
 to drop me a line and
 share your comments
 and suggestions with
 me about how to improve
 the site or what you
 would like to see. I would
 love to hear from you!

	<u>Name</u>	<u>Entries</u>	<u>Percent Of Entries</u>
1.	Cody Thornburgh	7	14.29%
2.	David Lemelin	6	12.24%
3.	Amanda Cales	6	12.24%
4.	Jared Roberts	5	10.20%
5.	Megan Metcalf	5	10.20%
6.	Sandi Shaw	4	8.16%
7.	Lora Huffman	3	6.12%
8.	Heather Hogan	3	6.12%
9.	Alice Pinckard	2	4.08%
10.	Karen Tenney	2	4.08%
11.	Nicole Jones	2	4.08%
12.	Denise Oliver	2	4.08%
13.	Michael Malek	1	2.04%
14.	Stefani Taylor	1	2.04%



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

Your entries are based on your weekly ELMS Scores, so in order to increase your chances for more entries, increase your weekly ELMS Score! Here is how you earn the entries:

- Score between 95% to 99.9% earn **ONE ENTRY**
- Score between 100% to 104.9% earn **TWO ENTRIES**
- Score between 105% to 119.9% earn **THREE ENTRIES**
- Score 120% or better earn **FIVE ENTRIES**

Jared Roberts was the first cashier to earn FIVE Entries for last week's score of 129.0%. **GREAT JOB JARED!!!**



Fun & Games

Sports & TV Trivia



1. What Cub hit 512 homeruns but never played in a World Series:
 A) Ernie Banks B) Ron Santo C) Sammy Sosa?
2. In what East Coast city did "Cheers" take place:
 A) New York B) Baltimore C) Boston?

Answers now on the next page, Good Luck!

REMEMBER, ASK FOR ME, BOB!



F.Y.I.

On Monday, May 11, 2009 the price of Postage Stamps increased by 2 cents per Stamp. The new price of a book of 20 Postage Stamps is \$8.80 per book.

Beginning May 12, 2009, a Credit Card purchase of Gift Card (s) of \$50 or more will require the cashier to obtain the customer's credit card and valid government issued picture identification in order to process the payment. We **DO NOT** accept manually entered credit cards for payment of Gift Card purchases!!! Gift Cards should be the last item(s) scanned in the transaction. Activate or Reload Gift Card(s) hold onto these until the end of the transaction. Customer slides credit card on pinpad, register will display enter ID type, ask customer for their credit card and ID (valid government issued picture identification). Hold onto these until the end of the transaction. Compare the name on the ID to the name on the credit card. Press enter on keyboard, we are not going to enter the state code, register will display Enter 2nd ID. Type the identification number into keyboard and press enter. Ask the Customer to sign the signature slip and compare the last 4 digits on the signature slip to the last 4 digits on the credit card, if they **DO NOT** match, call for assistance.



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011 KRUGER NOKIHLAKE 7001
670 NOKIHLAKE DR
ATLANTA, GA 31201
CREDIT purchase
*****0185
TOTAL: 211.90
REF#: 015408
10/30/08 03:18pm 001 5 103 17
x _____
I agree to pay the above total amount
according to the card issuer agreement
    
```

How to Verify a Credit Card for Gift Card Purchase:

If last 4 card numbers **DO NOT** match Call a Store Manager or Front End Supervisor for assistance.

This week's Sports & TV Trivia answers:



1. **A-Ernie Banks**
2. **C-Boston**



ELMS
"STAR PERFORMER"
FOR MAY

The May Award has 1 week in the books with 3 weeks still to go, but as of right now here are the top 5 contenders. Who will it be?

- | | |
|--------------------|--------|
| 1. Jared Roberts | 129.0% |
| 2. Amanda Cales | 108.4% |
| 3. Cody Thornburgh | 105.6% |
| 4. David Lemelin | 101.4% |
| 5. Heather Hogan | 100.4% |

WIG GOALS

We are #2 in Zone D.



We had a WIG score of 98.3% and we were NUMBER 1 in Zone D, but now we have dropped down to a 92.8%, which makes us 2nd in Zone D. Being Customer First is HUGELY IMPORTANT to everyone, especially the customer. We need to focus on being Customer First and make our customers a TOP PRIORITY. So here is our Wildly Important Goals and our year to date scores:

- ❖ **Engaging** 86.7%
- ❖ **Front-End Supervisor** 100%
- ❖ **Total Queuing** 91.7%
- ❖ **Express Lane Open** 100%
- ❖ **Ring Tender Percent Effective** 90.8%



WIG Average
92.8%

We Are #2 In Zone D, But We Can Reclaim Our #1 Spot!