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"When you believe you can-you can!"

Maxwell Maltz

E.L.M.S. GOAL:

95.0%

STORE SCORE WEEK ENDING JUNE 6, 2009:





ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the ELMS Goal of 95% or better for week ending June 6, 2009 and are instrumental in helping us reach our WIG goal:

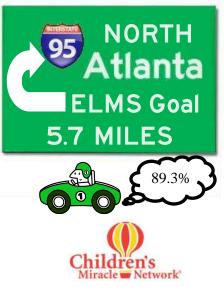
<u>name</u> Sandi Shaw	hat scoring	<u>SCORE</u> 127.7%
C.J. Miller		109.0%
Cody Thornburgh		107.7%
Amanda Cales		105.5%
David Lemelin		102.8%
Megan Metcalf		100.8%
Michael Malek		96.3%
KIM SNYDER	AREWERR	95.5%
Nicole Jones	CHOMIEKS!	95.1%

THOSE WHO MADE GREAT IMPROVEMENT IN THEIR ELMS SCORE

NAME	oreat	IMPROVEMENT
Kim Snyder		37.81%
Sandi Shaw	JOb	21.39%
Carol Winklepleck		14.81%
Chris Linzy		10.90%

THIS WEEK SCORE WAS AN INCREASE OVER LAST WEEK SCORE. WE WENT FROM 84.3% TO 89.3% THAT WAS AN INCREASE OF 5.93% WE NEED TO CONTINUE TO IMPROVE ON A DAILY BASIS TO ACHIEVE THE ELMS AND WIG GOAL OF 95% EFFECTIVE!

5.7 MILES TO ATLANTA



Children's Miracle Network **Fund Raiser**

We have raised \$1424 of the store goal of \$2000. We have 2 weeks left to reach our store goal. So let's get out there and raise some money for this great cause. Here are the top three fund raisers in our store as June 11, 2009.

1.	Kim Snyder	\$395
2.	Sandi Shaw	\$335

2.	Sandi Shaw	\$33
2.	Sandi Shaw	\$3.

3. Sandy Yates \$116

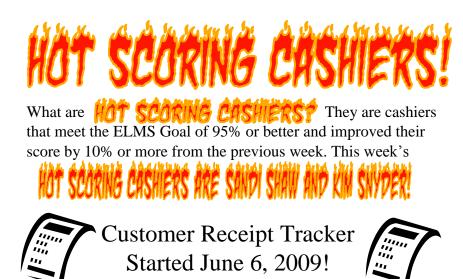
> PLU SALE ITEMS FOR THIS WEEK:

> LEARN HIGH USAGE



PLU CODES: Pineapples 4430 Jumbo Cantaloupe 4050 Green Bell Pepper 4065 Yellow Squash

4784



It's that time again; we have begun prompting our customers for "receipt" tracker in our store. As you know the reason that we are doing this is to learn how our customers feel about their shopping experience our store and to improve our division wide Customer Tracker results.

We need a strong start and need to capture at least 150 respondents in a two-week time frame. As in the past, when our customers answer this survey, they will have a chance to win one of five \$500 gift cards. The cashier that engages with this customer will also win \$100 gift card. Customer can submit their survey at www.myshopfeedback.com.

JUNE BIRTHDAYS & ANNIVERSARIES

<u>Birthdays</u>	Summer,	Date
Ashley Riley		June 10
T.J. Gibson	80 m 200 m 803	June 10
<u>Anniversaries</u>	Date	Years
Larry Dixon	June 2, 1975	34
Sharif Ahmaed	June 2, 2008	1
Doug Flynn	June 6, 1983	26
T. J. Gibson	June 12, 2008	1
C.J. Miller	June 19, 2008	1
Karen Tenney	June 24, 2008	1



Don't forget to visit Your525Newsletter online at <u>www.your525newsletter.</u> <u>synthasite.com</u>. 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!





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

ATTENTION ALL SCO ATTENDANTS: SCO CERTIFICATIONS START TODAY!

SCO Certifications start today, June 14th, 2009! The certification process reviews the knowledge, skills and abilities necessary to perform the position of self-checkout attendant. These behaviors or task must be understood, demonstrated and achieved to provide a "*World Class"* Shopping Experience to our customers. The core customer service skills are demonstrated by L.E.A.D., which stands for:

Location:

- Visible and approachable
- Circulates within center of robots
- Customer entry side 80% of shift

Engagement:

- Friendly greeting and invitation to use Self-Checkout
- Have a little bit of conversation with Customers
- Smiling and genuinely Thanking Customers anytime during the transaction

Anticipate:

- Proactive in observing Customers needs for assistance
- Partners with FES in queuing Customers
- Uses enhancements effectively

Demonstrate:

- Acts on verbal and non verbal Customer cues
- Shows enhancements to Customer
- Willing and available to assist Customers



Fun & Games Sports & TV Trivia



1. Nancy Lopez is most famous for:

A) Tennis B) Golf C) Gymnastics?

- 2. Which TV show featured "Joe the Bartender' and "The Poor Soul":
- A) The Jack Benny Show B) The Jackie Gleason Show C) The Carol Burnett Show?

Answers on the next page, Good Luck!

REMEMBER, ASK FOR ME, BOB!



Congratulations to Jared Roberts! Jared has won the Period 4 ELMS Contest and received a \$25 gift card just for being Customer First in providing his customers with a quick and efficient check out process!





The June 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? You Guys Are Awesome!

1.	Sandi Shaw	127.7%
2.	C.J. Miller	109.0%
3.	Cody Thornburgh	107.7%
4.	Amanda Cales	105.5%

5. David Lemelin 102.8%

ATTENTION ALL COURTESY CLERKS & CASHIERS:

Store 525 is NUMBER #1, in Zone D, for Items Per Bag!! We average 6.13 Items Per Bag. This is HUGE, because we have exceeded the KMA goal of FIVE Items Per Bag and we also help save the environment by reducing the amount of plastic being introduced into the ecosystem. In addition to being NUMERO UNO for Items Per Bag, we are also the NUMBER #1 Store, in Zone D, in re-useable bag sales. Again, these two achievements are a testament to the great people that work here at STORE 525 and our commitment to being the NUMBER #1 Store in Zone D in all things we do. THANK YOU FOR ALL YOU DO! YOU ARE THE GREATEST!!!



STRIVE FOR FIVE!



We have reclaimed the NUMBER 1 spot in Zone D!!! GREAT JOB EVERYONE. We have two stores that are trying to take our spot at NUMBER #1, 562 and 599, but we can retain our spot just by being Customer First. So maintaining our WIG scores is HUGELY IMPORTANT for everyone, especially the customer. So here is our <u>W</u>ildly Important <u>G</u>oals and our year to date scores:

le Have Reclaimed #1 In Zone D!

88.8%

100%

86.1%

100%

- Engaging
- Front-End Supervisor
- ✤ Total Queuing
- Express Lane Open
- * Ring Tender Percent Effective 89.6%