



FRONT END Newsletter

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"SUCCESS IS THE SUM OF SMALL EFFORTS, REPEATED DAY IN AND DAY OUT."
ROBERT COLLIER

E.L.M.S. GOAL:

95.0%

STORE SCORE WEEK ENDING OCTOBER 4, 2008:

84.9%

ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the ELMS Goal of 95% or better for week ending Oct. 4 2008:

<u>NAME</u>	<u>SCORE</u>
Sandi Shaw	124.7%
Amanda Cales	108.4%
Lucas Breedon	105.8%
Alice Pinckard	99.5%
Lora Huffman	98.3%
Mary Irwin	97.2%
Cody Thornburgh	96.7%
Heather Hogan	96.3%
C.J. Miller	95.5%



THOSE WHO MADE GREAT IMPROVEMENT IN THEIR ELMS SCORE

<u>NAME</u>	<u>IMPROVEMENT</u>
Penny Smith	25.52%
Sandi Shaw	23.47%
Cody Thornburgh	18.80%
Sandy Yates	12.86%
Amanda Mills	10.69%



THIS WEEK SCORE IS A DECREASE OVER LAST WEEK SCORE. WE WENT FROM 85% TO 84.9% THAT IS A DECREASE OF 0.12%. WE NEED TO CONTINUE TO IMPROVE ON A DAILY BASIS TO ACHIEVE THE ELMS GOAL OF 95%!





CUSTOMER 1ST STRATEGY: CUSTOMER COMMENTS

Here Is A Customer Comment That Came From The Kroger Hotline :

“Tommy, Dana, Betty, Lora, Sandy & Alice, They Are All Wonderful And Are Always There To Help The Customer. They Call Customers By Name. No Matter How Many Times I Ask For Assistance, They Always Have A Friendly Smile.”



PLU SALE ITEMS FOR THIS WEEK:

LEARN HIGH USAGE PLU CODES:

-  *Bartlett Pears*
4409
-  *Red Seedless Grapes*
4023
-  *On The Vine Tomatoes*
4664
-  *Broccoli Crowns*
3082

We Have Great People!



OCTOBER BIRTHDAYS & ANNIVERSARIES

Birthdays

- Karen Tenney
- Tommy Lyons
- Samantha Scriptor
- Sharon Hargrove
- Holly Lawson
- Randy York



Date

- October 6
- October 9
- October 11
- October 13
- October 19
- October 28

Anniversaries

- Claire Dodson
- Lisa Collins
- Amanda Cales
- Greg McLemore
- Nick Bartosik
- Ashley Riley

Date

- October 1, 2007
- October 3, 1985
- October 7, 2007
- October 7, 2007
- October 8, 2006
- October 9, 2003

Years

- 1
- 23
- 1
- 1
- 1
- 5

UT FOOTBALL SATURDAY GAME DAY



VS



Day: Saturday
Date: Oct. 18, 2008
Location: Knoxville, Tn.
Time: 7:00PM ET

Be Sure To Support The UT Vols By Wearing Your UT Shirts On Saturday.





Mystery Shops

Also Known As Shopping Experience Performance Reports Or S.E.P.R.!

Here Are Some **GREAT PEOPLE** That Have Scored **100%** On The Mystery Shops Dating Back To September 25, 2008. This Is An Outstanding Achievement And Can Only Have Been Achieved By **GREAT PEOPLE!!** So Here Are The **GREAT PEOPLE** That Made This Happen:

TOTAL DOLLAR AMOUNT
RAISED SO FAR \$1270



Attention Dollars For Scholars Students!

Documentation On Community Service Completed Is Needed For College Students In Order To Receive Reimbursement For Dollars For Scholars. Boo Bash Is An Excellent Event To Be Involved With If You Need Fulfill This Requirement. If You Are Interested, Please Sign The Sign-Up Sheet Posted By The Time Clocks By October 20th, 2008. Boo Bash Is Set For Thursday, October 30th, 2008 From 6-8pm. For More Information Please See Susannah Ishmael.



C.J. Miller	October 4, 2008
James Tabor	October 1, 2008
Maggie Rhodes	September 27, 2008
C.J. Miller	September 25, 2008
T. J. Gibson	September 25, 2008

Great Job Everyone Keep Up The Outstanding Job!!!!

Did You Know That If You Get Five Perfect/100% On The Mystery Shops That You Will Earn An "I Am The KEY" Award!!



1-2-3 MASTER CARD PROMPTING



As You Know, The 1-2-3 Rewards Master Card Prompt Is Part Of The Mystery Shop. We Were One Of Only Two Stores With 100% On The Mystery Shop. Now, With The Past Couple Of Mystery Shops, We Have Missed This Part Of The Mystery Shop Dropping Our Score To 80%. We Can Do Much Better Than This, Don't You Think? Yes We Can! So Remember, **Every Mystery Shopper Will Be Prompted!!!** So Let's Make An Effort To Show How Great We Are By Asking EVERY Customer That Gets Prompted. Plus You Will Earn \$2 Dollars For Every Completed Application Taken At Customer Service.

REMEMBER, ASK FOR ME,
BOB!



We Have Great People!



BAGGING TIPS: "STRIVE FOR FIVE"

As You Know Bag Costs Have Been Rising And Now With The Latest Bag Increase Of Over \$2.00 Per Case/Box. We Need To Be More Aware Of How And What We Bag. So In Order To Reduce Bag Cost We Ask That You Follow These Simple Guidelines When It Comes To Bagging The Customer's Order.

Remember To "**STRIVE FOR FIVE**"

These Items Do Not Require A Bag Unless Requested By The Customer

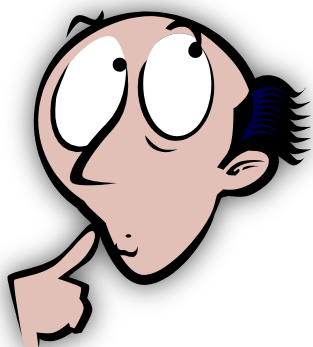
1. Bagged Cat/Dog Food
2. Drinks That Are Bottled (Handles) Or Boxed. For 2 Liters Make Sure 2-3 Are Placed In Each Bag
3. Milk
4. Bottles Of Detergent, Clorox
5. Thank Customers That Bring Their Bags Back
6. Bag BYOB Bags Properly Using The Bag Rack
7. Fill The BYOB Bags Up!!



THE SHOE THAT GRIPS

FROM OCTOBER 1-31, 2008 YOU CAN SAVE \$5 ON ANY FOOTWEAR PURCHASE FROM SHOES FOR CREWS! NO CASH IS NEEDED PAYMENT CAN BE DONE THROUGH PAYROLL DEDUCTION. SATISFACTION GUARANTEED! IF YOU ARE NOT PLEASED WITH YOUR SHOES, RETURN THEM WITHIN 60 DAYS OF PURCHASE. SELECT EITHER A FREE EXCHANGE OR E-Z RETURNS FOR THE SHOE PURCHASE PRICE LESS A \$6.95 PER PAIR PROCESSING FEE. FOR MORE INFORMATION OR TO PLACE YOUR ORDER ON THIS GREAT DEAL SEE MR. GAYLOR.

Happy Halloween



WHAT DO YOU THINK?

Got something to add: story, comment, idea or suggestion let us know and we will try to include it!

Give us your feedback.

Thank You,

Holly and Randy