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"A best friend is like a four leaf clover: hard to find and lucky to have."

# **Author Unknown**

E.L.M.S. GOAL:

95.0%

STORE SCORE WEEK ENDING MARCH 6, 2010:

Volume 2 Issue 28 March 14, 2010



# Front end newsletter

#### ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the ELMS Goal of 95% or better for week ending March 6, 2010 and are instrumental in helping us reach our WIG goal of 95% and our WIG score of 86.4%:

#### NAME

Cody Thornburgh Sandi Shaw David Lemelin Amanda Cales Larry Dixon Lora Huffman Michael Malek Alice Pinckard Laurie Clark Nathan Fritz Marla Orchid Brandi Lawhorn

		<u>SCORE</u>
burgh		113.1%
		106.3%
elin		105.7%
les		103.7%
ı		101.8%
an		100.4%
lek		100.3%
ard		99.1%
κ.		97.8%
Z		96.5%
id		96.4%
horn	ILAUS GUALS	95.0%

# THOSE WHO MADE *GREAT IMPROVEMENT* IN THEIR ELMS SCORE



THIS WEEK SCORE WAS AN INCREASE VS *LAST WEEK SCORE*. WE WENT FROM 92.8% TO 93.4% THIS WAS AN INCREASE OF 0.65%. WE ARE DOING AN AWESOME JOB AND NEED TO CONTINUE TO IMPROVE ON A DAILY BASIS TO ACHIEVE THE ELMS AND WIG GOAL OF 95% EFFECTIVE!

#### 1.6 MILES TO ATLANTA



Strive for 95%!

#### Remember, Ask For Me, BOB!



PLU SALE ITEMS FOR THIS WEEK: LEARN HIGH USAGE PLU CODES: Green Cabbage 4069 Red Delicious Apples 4016 Mangoes 4959 Anjou Pears 4416



## WIG GOALS 2010

WIG MEASURE	WIG GOAL	OUR SCORE
Front-End Supervisor Goal	<b>80%</b>	<b>100%</b>
Engaging Goal	<i>90%</i>	<b>100%</b>
Non Front End Verbal Acknowledgement	<i>90%</i>	73.3%
Deli Invite/Thank	<i>90%</i>	<b>100%</b>
Total Queuing Goal	<b>80%</b>	<b>100%</b>
Ring Tender Percent Effective Goal	<i>95%</i>	<i>91.7%</i>
KPF Goal	<u>80%</u>	80.0%
Total WIG Goal	86.4%	<i>92.1%</i>

We are in 2<sup>nd</sup> place for Zone D and that's great. Let's continue to improve our areas of opportunity, Ring Tender Percent Effective and Non Front End Verbal Acknowledgement, to improve our WIG score and our Customer Service!



# march birchdays & Anniversaries

<u>Birthdays</u>		Date
Ellen Dukagjini		March 1
Lora Huffman	<b>.</b>	March 10
Chris Braden	~	March 14
Kim Snyder		March 15
Tammie Hatcher		March 24
Larry Dixon		March 25
Doug Flynn		March 25
<u>Anniversaries</u>	Date	<u>Years</u>
Kay Knight	March 3, 1973	37



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Be sure to visit Your525Newsletter online at

http://your525newsletter.yolasite.com Your 525 Newsletter Online now has a new address and new look too!! Come by and Check it out and be sure to drop me a line. Please 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!



MBEA Being Ring Tender Effective is part of Kroger's Customer 1st Strategy of providing World Class Service!



# Week 1 ELMS Contest Winner is...



Marla won the first week ELMS contest for the \$25 Gift Card. All Cashiers are eligible to win each week, for the next 7 weeks !! All that is required is having an ELMS Score of 95% or better with a minimum of 4 Ring Tender Earned Hours. Who will be next week winner? It could be YOU !!!

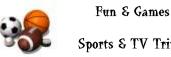
# celebrate st. patrick's day and support a great cause at the same time!



you can make a \$2 donation to wear a green shirt and/or јеап5\* со селевнасе st. patrick's day on wednesday, march 17<sup>th</sup> to support a

great cause, the mda foundation.

\*no t-shirts are allowed and name tags must be worn. Jeans may be worn with Regular uniform dop if green is not your COLOR.



Sports & TV Trivia



1. What is it called in basketball when a player records double digits in three statistical categories, like rebounds, points and assists?

A) Triple Play B) Trifecta C) Triple-Double

- 2. Who played Diane on "Cheers"?
  - A) Shelley Long B) Kristie Alley C) Bebe Neuwirth

Answers on the next page, Good Luck!



mystery shop contest!

Those that have a chance to win in the  $Z^{ND}$  period contest,

1. SANDY YATES

GIFT CARD PRIZE VALVE \$5

# Associate 20% Brand Sale

# March 28–April 3rd, 2010



The discount includes products labeled as "Kroger" brand. In addition, the discount applies to all brands manufactured by The Kroger Co. including Private Selection, Naturally Preferred, Active LifeStyle, Pet Pride, and more. The discount will be automatically applied when your associate Kroger Plus card is used.

\*Please see Susannah Ishmael if you are not receiving discount. Discount



will take 3-6 days to be activated if card is not set up. \*\*Does not include Fuel, RX, and Select prepared items\*\*



# Fred Meyer Discounts, Coming Uni Important Dates Coming Up:

Friends and Family Sale: March 26 & 27 TWO DAYS ONLY Additional 20% off Fine Jewelry and 10% off Clearance Jewelry Kroger Associate Everyday Discount 20%

> Zable Sale: April 2&3 Buy 3 Zable Beads Get 1 Free

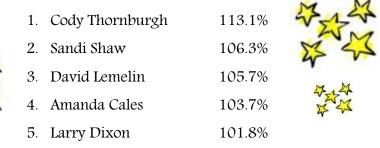
Jewelry Repair Clinic: April 3<sup>rd</sup> Additional 10% OFF Don't miss out on these deals.



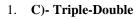
### ELMS Star Performer For March

There is 1 week in the books for March with 4 weeks still to go, but as of right now here are the top 5 contenders for the March Star

Performer on the Month. Who will it be?



This week's Sports & TV Trivia answers:





2. A)- Shelley Long



## 2010 ELMS Star Performer

Month	Winner	Score
January	Sandi Shaw	106.9%
February	Cody Thornburgh	112.4%
March		
April		
Мау		
June		
July		
August		
September		
October		
November		
December		