



FRONT END NEWSLETTER

INSIDE THIS ISSUE

- Page 1 ELMS Performance News
- Page 1 ELMS Great Improvement
- Page 1 This Week Score
- Page 2 A New WIG Next Week!
- Page 2 Birthdays & Anniversaries
- Page 3 KR14/SCO Certification
- Page 3 Sports & TV Trivia
- Page 4 One Year Anniversary
- Page 4 In Remembrance of 9/11



"We will either find a way or make one."

Hannibal

E.L.M.S. GOAL:

95.0%

STORE SCORE WEEK ENDING AUGUST 29, 2009:

87.4%



ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the ELMS Goal of 95% or better for week ending August 29, 2009 and are instrumental in helping us reach our WIG goal:

<u>NAME</u>	<u>SCORE</u>
Chris Braden	106.4%
Amanda Cales	103.0%
Sandi Shaw	101.6%
Cody Thornburgh	101.1%
Heather Hogan	100.7%
David Lemelin	99.8%
Lora Huffman	99.1%
Doug Flynn	95.3%



8 People Made The Team!

THOSE WHO MADE GREAT IMPROVEMENT IN THEIR ELMS SCORE

This Week We Did Not Have One GREAT CASHIER Improve Their Score By 10% Or More But Amanda Cales Made Great Strides In Improving Her ELMS Score Last Week. Amanda Improved Her Score By 8.42%. GREAT JOB AMANDA!!

THIS WEEK SCORE WAS A SLIGHT DECREASE VS **LAST WEEK SCORE**. WE WENT FROM 87.6% TO 87.4% THIS WAS A DECREASE OF 0.23%. WE NEED TO CONTINUE TO IMPROVE ON A DAILY BASIS TO ACHIEVE THE ELMS AND WIG GOAL OF 95% EFFECTIVE!

7.6 MILES TO ATLANTA



Will we ever make it to 95? It's just a little further down the road!

Remember, Ask For Me, BOB!



PLU SALE ITEMS FOR THIS WEEK:

LEARN HIGH USAGE PLU CODES:



Green Bell Peppers
4065



Jumbo Cantaloupe
4050



Avocados
4046



Yellow Squash
4784



WIG GOALS



The KPF Measurement starts next week!!

We are NUMBER 1 store in Zone D!!! We have separated ourselves from other stores with our excellent shops lately. Great Job Everyone! Starting on Sept. 13, next Sunday, KPF (MasterCard) will be part of our WIG Goals. If KPF were part of WIG scores now, we would have WIG score of 86.8%. The goal for KPF is 80% and we are at 68.0%! So make sure you ask every time you are prompted. So here is our Wildly Important Goals and our year to date scores:

- ❖ **Engaging** 90.3%
 - ❖ **Front-End Supervisor** 100%
 - ❖ **Total Queuing** 88.7%
 - ❖ **KPF** 68.0%
 - ❖ **Express Lane Open** 100%
 - ❖ **Ring Tender Percent Effective** 89.3%
- 93.0% WIG Average**

SEPTEMBER BIRTHDAYS & ANNIVERSARIES

<u>Birthdays</u>	<u>Date</u>
Nathan Fritz	September 1
Amy Frank	September 1
Lisa Collins	September 2
Amy Wells	September 12
David Lemelin	September 13
Danny Noe	September 18

<u>Anniversaries</u>	<u>Date</u>	<u>Years</u>
Cody Thornburgh	September 4, 2008	1
Samantha Scriptor	September 5, 2008	1
Penny Smith	September 12, 2008	1
Sandy Yates	September 12, 2008	1
Alice Pinckard	September 14, 1982	27
Lora Huffman	September 28, 1981	28

New Web Address:



<http://your525newsletter.yolasite.com>

Be sure to visit Yours525Newsletter 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!



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

KR 14/SCO Certification

We have heard about SCO Certification coming for months now and it seemed like it would never come! Well on September 1, we were certified! Mary Flores was *very complimentary* of our SCO Attendant and Floor Supervisor. Here are some of her comments: "David maintained excellent mobility to position himself to be interactive with customers using Self Checkout." "David had excellent engagement behavior with customers processing transactions." "Alice maintained customer traffic to the 1+1 queuing standard. Excellent Job!"



What did we Score on Certification?

100%

Who were the SCO Attendant and Floor Supervisor that helped us get certificated?

David Lemelin and Alice Pinckard

I want all to say Thank You to ALL SCO Attendants for helping us meet our SCO Utilization Goals for the past couple of months and the great job that you do!!!

OUR PEOPLE ARE GREAT



Fun & Games

Sports & TV Trivia



1. Which Florida City hosts the annual Gator Bowl?
 - A) Jacksonville B) Orlando C) Tampa
2. What town provided the setting for "Full House"?
 - A) San Francisco B) Miami C) Chicago

Answers on the next page, Good Luck!



ENGAGEMENT TIPS

1. Would you be interested in linking your Coupons to your Kroger Card today? Cellfire is a great way to do so. You can also visit cellfire.com for more information.
2. Have you registered for UPROMISE? It's a great way to earn College dollars on what you're already spending. Information is available on Kroger.com.

This week's Sports & TV Trivia answers:

1. A- Jacksonville



2. A-San Francisco



Front End Newsletter 1st



Anniversary!



Kroger 525 Front End Newsletter is now *ONE YEAR OLD*. I have enjoyed doing the Front End Newsletter and I hope you have enjoyed it as well. If there is something new that you would possibly like to see in the Front End Newsletter, please let me know or visit

<http://your525newsletter.yolasite.com> and drop me a comment, I am always open to *NEW IDEAS*. I hope that the second year is as good as or even better than the previous year.



ELMS "STAR PERFORMER" FOR AUGUST

The winner of the ELMS "STAR PERFORMER" for August is Heather Hogan with an average monthly score of 103.4%. Heather has won a \$10 gift card for her outstanding performance. Great Job Heather! Who will be September's winner?

Starting on September 11 through September 13, 2009, in Remembrance of 9/11, all Stores will participate in a Round Up for our local United Way Chapter. As a cashier, you will need to know how to handle the Round Up transaction. If a customer wishes to Round Up to the nearest dollar;

1. Ring the Transaction
2. Press Total
3. Press 50 and Enter

If a customer wishes to make a donation;

1. Press 9839 and Enter
2. Enter the amount of the donation and Enter
3. Press Total
4. Collect for the Transaction

