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"Remember this December, that love weighs more than gold!"

## JOSEPHINE DODGE DASKAM BACON

E.L.M.S. GOAL:

95.0%

# NONT END NEWSLETTE

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Volume 2 Issue 15 December 13, 2009

## ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the ELMS Goal of 95% or better for week ending December 5, 2009 and are instrumental in helping us reach our WIG goal:

#### **NAME SCORE** Cody Thornburgh 142.2% Sandi Shaw 111.7% 111.2% Kim Snyder Amanda Cales 107.0% David Lemelin 106.6% Chris Braden 105.3% Lora Huffman 104.9% Lisa Collins 101.9% Betty Noe 100.1% Ellen Dukagjini 100.0% Alice Pinckard 100.0% Laurie Clark 99.8% **Austin Bowling** 99.0% Brandi Lawhorn 98.0% Mary Irwin 97.0% Michael Malek 96.5%

THOSE WHO MADE GREAT IMPROVEMENT IN THEIR ELMS SCORE

#### Name

Nathan Fritz

Cody Thornburgh Ashley Riley



#### Improvement

19.20% 15.21% 95.0%

STORE SCORE WEEK ENDING DECEMBER 5, 2009:

97.9%

THIS WEEK WE HAD NO CHANGE IN OUR SCORE VS LAST WEEK SCORE. WE HAVE SCORED 97.9% THE PAST TWO WEEKS! WE HAVE REACHED GOAL, NOW WE NEED TO MAINTAIN GOAL TO ACHIEVE THE ELMS AND WIG GOAL OF 95% EFFECTIVE FOR THE YEAR!

## WE MADE IT TO THE ATLANTA GOAL!





We Made Goal For Three Weeks In A Row! Great Job! Let's See If We Can Make It Four Weeks!

## Remember, Ask For Me, BOB!

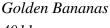


PLU SALE ITEMS FOR THIS WEEK:

## LEARN HIGH USAGE PLU CODES:

Sv 4

Sweet Onions 4166





Bartlett Pears



Cantaloupe 4050





#### ENGAGEMENT STARTS WITH YOU!!

We continue to lose ground on our WIG SCORE! <u>REMEMBER</u>: <u>Engagement Starts With You!</u> Make sure you Engage with every Customer and ask every KPF prompted Customer to apply. Floor Supervisors <u>MAKE SURE</u> we are meeting the <u>QUEUING STANDARD</u> <u>OF 1 PLUS 1</u>. Here are <u>Wildly Important Goals and our year to date scores:</u>

*	Engaging	
*	Front-End Supervisor	
*	<b>Total Queuing</b>	

★ KPF (Since the 7<sup>th</sup> Period / 8 of 13)

**\*** Express Lane Open

Sonya Kron





**Date** 

December 11

December 11

December 11

December 12

December 31

Not prompting the customer about KPF is our biggest opportunity! Let's seize this opportunity by making sure we engage and tell every prompted customer about the 123 REWARDS Mastercard! Can we regain our spot at NUMBER 1 in Zone D? I think so! We have shown we can be NUMBER 1 in anything we want! For example: Can Hunger, Susan G. Komen and ELMS the past 3 weeks! WE CAN DO THIS!

## December Birthdays & Anniversaries

## Birthdays Betty Noe Sharif Ahmaed Janice Allen Brandon Hollifield

<u>Anniversaries</u>	<u>Date</u>	<b>Years</b>
Tanza Leatherwood	December 2, 1985	24
Brandi Lawhorn	December 11, 2007	2
Gerry Anders	December 18, 2007	2
Randy Clark	December 18, 1980	29
Randy York	December 31, 2006	3

## New Web Address:



## http://your525newsletter.yolasite.com

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!





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

## Store Celebrities?



Well maybe not *REAL*Celebrities but in the eyes of
Kroger, Store 525 and most
importantly, our Customers,
they are Truly Stars! Check out
why they are *OUR* Stars and in
the December/January issue of
"Did You Know".



#### Josh Reinerio -

Store 525, Knoxville, TN
Customers seek out Josh and
say that he has an amazing
sense of humor, is very quick
witted and always makes the
customers feel good about their
shopping experience. One
customer wrote, "It's refreshing
to know that there are some
people still in the service
industry... like Josh, I'll definitely
be back".

#### Sandi Shaw -

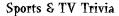
Store 525, Knoxville, TN **During Breast Cancer Awareness** Month in October, Store 525 in Knoxville, TN hosted a sidewalk bake sale to raise money for the Susan G. Komen Foundation. According to Danielle Allen, Co-Manager, "Front End cashier Sandi Shaw (a breast cancer survivor, shown right) organized the event by getting other associates to sign up to bake goodies in their free time. Sandi and Karie Ely volunteered to man the bake sale table. In total, we raised \$748, and we're planning on even more events."

## 20/ ASSICHTUDISCHUT Starting this Thursday!

December 17<sup>th</sup> - 24<sup>th</sup>, 2009



Fun & Games





- 1. Which sport is most associated with Babe Didriksen?
  - A) Swimming B) Figure Skating C) Golf
- 2. Which TV sitcom character said, "Mel- kiss mah grits"?
  - A) J.J. on "Good Times" B) Blanche on "The Golden Girls" C) Flo on "Alice"

Answers on the next page, Good Luck!

## Shopping Days Until Christmas...



12 DAYS

This week's Sports & TV Trivia answers:

1. **C)- Golf** 



2. C)- Flo on "Alice"





## ELMS "STAR PERFORMER" FOR DECEMBER

The December Award has 1 week in the books with 4 weeks still to go, but as of right now here are the top 5 contenders. Who will it be?

It could be you!

1.	Cody Thornburgh	142.2%
2.	Sandi Shaw	111.7%
3.	Kim Snyder	111.2%
4.	Amanda Cales	107.0%
5.	David Lemelin	106.6%

## Tis the Season for Alcohol and Tobacco Sting Operations?

Make sure you, as the cashier, are asking for and receiving a valid Driver's License or Government issued ID for ALL alcohol and tobacco purchases. You should understand that you can personally be held responsible for selling to an underage person, resulting in a Citation and/or arrest.







### **Coupon Policy and Information**

This is a reminder to all that the <u>only</u> Competitor Coupons that we accept are Pharmacy Coupons. We do accept Competitor Pharmacy coupons, up to the face value and if all requirements are met. The Competitor Pharmacy coupons must be handled in the Pharmacy only. We do not accept any other Competitor Coupons.



## Can Hunger 2009



### Campaign runs from Nov. 15th through Dec. 31st

#### Store Goal is \$15,000

We are the NUMBER 1 Store in Zone D and the Division with our fourth week's sales of Can Hunger Icons. We have raised \$10448 in just 4 weeks and we are at 69.7% of our goal. This is AWESOME! At our current pace will we surpass our Store Goal of \$15,000! Potential risk of hunger continues to grow due to financial stability. These challenging times make it very hard for many people in the neighborhoods that surround our stores to enjoy one warm meal a day. So we need to continue our commitment to this worthy cause so we can make the holiday season a little brighter for those in need. The week 5 incentive is "The top store in each Zone will receive \$125.00 deposited into their community account." Here are our top 3 sellers:

Sandi Shaw \$2133
 Kim Snyder \$1953
 Lora Huffman \$1818

Now for some news you have been waiting for. Atlanta has identified the winners for week 3 incentive and Store 525 was number 1 again. Store 525 received **\$100** deposited into their community account.

The winner for the top store for Zone D that was store 525 with a total of \$2010 for week 3!