



# FRONT END NEWSLETTER

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## ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the ELMS Goal of 95% or better for week ending February 27, 2010 and are instrumental in helping us reach our WIG goal of 95% and our WIG score of 86.4%:

NAME	SCORE
Cody Thornburgh	119.5%
David Lemelin	106.9%
Sandi Shaw	105.8%
Amanda Cales	100.7%
Lora Huffman	99.4%
Nathan Fritz	98.0%
Brandon Hollifield	96.6%
Marla Orchid	95.0%

**0 CASHIERS**

**MADE GOAL!!**



"All things are difficult before they are easy."

### Thomas Fuller

E.L.M.S. GOAL:

95.0%

### 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 **Carol Winklepleck** Made **Great Strides** In Improving Her ELMS Score Last Week. Carol Improved Her Score By 9.32%. **Great Job Carol!! Keep It Up!**

STORE SCORE WEEK ENDING FEBRUARY 27, 2010:

92.8%



THIS WEEK SCORE WAS AN INCREASE VS LAST WEEK SCORE. WE WENT FROM 90.1% TO 92.8% THIS WAS AN INCREASE OF 3.00%. WE NEED TO CONTINUE TO IMPROVE ON A DAILY BASIS TO ACHIEVE THE ELMS AND WIG GOAL OF 95% EFFECTIVE!

**2.2 MILES TO ATLANTA**



**Strive for 95%!**



**WIG GOALS 2010**

<u>WIG MEASURE</u>	<u>WIG GOAL</u>	<u>OUR SCORE</u>
Front-End Supervisor Goal	80%	100%
Engaging Goal	90%	100%
Non Front End Verbal Acknowledgement	90%	73.3%
Deli Invite/Thank	90%	100%
Total Queuing Goal	80%	100%
Ring Tender Percent Effective Goal	95%	91.2%
KPF Goal	80%	80.0%
<b>Total WIG Goal</b>	<b>86.4%</b>	<b>92.1%</b>

**Remember, Ask For Me, BOB!**



*We are in 2<sup>nd</sup> place for Zone D and that's great. Let's continue to improve our areas of opportunity and improve our WIG score and our Customer Service!*



**MARCH BIRTHDAYS & ANNIVERSARIES**

PLU SALE ITEMS FOR THIS WEEK:

LEARN HIGH USAGE PLU CODES:

- White Seedless Grapes  
4022
- Broccoli Crowns  
3082
- Golden Pineapple  
4430
- On The Vine Tomatoes  
4664



Birthdays

- Ellen Dukagjini
- Lora Huffman
- Chris Braden
- Kim Snyder
- Tammie Hatcher
- Larry Dixon
- Doug Flynn



Date

- March 1
- March 10
- March 14
- March 15
- March 24
- March 25
- March 25

Anniversaries

Kay Knight

Date

March 3, 1973

Years

37

# 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!*



# New Zone D ELMS Contest!!

More Tips to help you give our Customers a Quick and Efficient Checkout Process. Plus it could help you win some money too!

## CUSTOMER FOCUS:

- Help the customer unload the bascart if they have not already done so. (this not only helps the cashier ring more fluidly, but also gives the customer time to prepare to pay )
- W/C orders - not only verify the voucher to the product on the belt, but also fill out the portion of the voucher you can before starting the order. Customer does not sign until order is completed.

## RING TIME

Now that you are prepared to scan the order, we want you to be as efficient as possible during the ring time.

- Avoid ringing and bagging.
- Assist customer with their method of payment. Pay attention to what type of payment they will be using, and prompt the customer accordingly: If it is by check - "Would you like us to print the check for you and all you have to do is sign it"? or "Today's date is 00/00/00". If it is credit or debit, "you can go ahead and select which one and slide your card". If it is an EBT card, "you can go ahead and swipe your card and enter your P.I.N. number".



Fun & Games

Sports & TV Trivia



1. Which boxing division has a 147-pound limit?  
A) Lightweight B) Welterweight C) Middleweight
2. Name the servant/cook on "Soap"?  
A) Chester B) Jodie C) Benson

Answers on the next page, Good Luck!



# Less Plastic? Fantastic!

## MYSTERY SHOP CONTEST!

THOSE THAT HAVE A CHANCE TO WIN IN THE 2<sup>ND</sup> PERIOD CONTEST.

1. SANDY YATES

GIFT CARD PRIZE VALUE \$5



This week's Sports & TV Trivia answers:

1. B)- Welterweight



2. C)- Benson



**Here is some info and tips for help save the environment one plastic bag at a time.**

### Plastic vs. Paper

Paper Bags cost 5 Times more than Plastic.

Paper Bags with Handles cost 7 Times more than Plastic.

Keep Paper Bags "hidden" underneath the register.

Use Plastic Bags unless the Customer requests Paper.

### Bag it Right!

1. **Build Walls**-Use items with flat surfaces such as cereal, paper plates, bacon, tall boxes, etc. When you can't build walls, just fill out the bottom with heavy objects.

2. **Fill It Out**- Think short and fat. Keep center of gravity low by filling bottom with heavy items like cans, bottles, flour, etc. Fill the bottom until it stretches.

3. **Fill It Up**- Fill "up" remaining space with light items such as bags, light cans, cookies, etc. Top off with a crushable item like bread or a bag of chips.

4. **More Items per Bag**- By following steps 1-2-3, you will automatically increase the number of items per bag. More items means less work for you.

### The Following Items Do Not Need a Bag:

- Gallon Milk, Water, Juice
- Gallon Bleach, Fabric Softener, Detergent
- Large packages of Paper Towels & Toilet
- Tissue
- Bags of dog food, cat food, cat litter
- Bags of charcoal
- Fire logs
- Packages of sodas, water, beer (6 packs & 12 packs)







## 2010 ELMS Star Performer

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

## ELMS Star Performer For February

The ELMS Star Performer Program is continuing for 2010. Here are the results February, with Cody Thornburgh taking first place.

	1. Cody Thornburgh	112.4%	
	2. Heather Hogan	107.6%	
	3. David Lemelin	104.6%	
	4. Sandi Shaw	102.0%	
	5. Alice Pinckard	100.4%	