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"The scariest moment is always just

before you start."

Stephen King

E.L.M.S. GOAL:

95.0%

STORE SCORE WEEK ENDING OCTOBER 10, 2009:

93.8%





ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the ELMS Goal of 95% or better for week ending October 10, 2009 and are instrumental in helping us reach our WIG goal:

NAME SANDI SHAW LORA HUFFMAN AMANDA CALES	EMS.	<u>SCORE</u> 138,29 134,59 122,29
Kim Snyder		113.2%
Chris Braden	Source	107.1%
Cody Thornburgh	SOLVISON IN	103.5%
Marla Orchid		101.8%
David Lemelin		99.5%
Heather Hogan		98.4%
Betty Noe		96.4%

eople In The Pumpkin F

THOSE WHO MADE GREAT IMPROVEMENT IN THEIR ELMS SCORE

NAME



IMPROVEMENT

THIS WEEK SCORE WAS AN INCREASE VS LAST WEEK SCORE. WE WENT FROM 87.0% TO 93.8% THIS WAS AN INCREASE OF 7.82%. WE NEED TO CONTINUE TO IMPROVE ON A DAILY BASIS TO ACHIEVE THE ELMS AND WIG GOAL OF 95% EFFECTIVE!

1.2 MILES TO ATLANTA





Will we ever make it to 95? It's just a little further down the road! Oh so close last week.

Remember, Ask For Me, BOB!



PLU SALE ITEMS FOR THIS WEEK:

LEARN HIGH USAGE **PLU CODES:**

Green Beans 4066

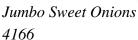


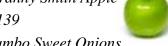
Bartlett Pear

4409

Granny Smith Apple

4139







ENGAGEMENT STARTS WITH YOU!!

This is the FIRST TIME in NINE MONTHS we have been below 90% on our WIG SCORE! REMEMBER: Engagement Starts With You! 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 *QUEUING STANDARD OF 1 PLUS 1*. Here are Wildly Important Goals and our year to date scores:

=	portant <u>sours</u> and our year to date see		-1
*	Engaging	86.5%	89.5%
*	Front-End Supervisor	100% →	WIG Average
*	Total Queuing	85.8%	Windwar
*	KPF	85.7%	
*	Express Lane Open	100%	
*	Ring Tender Percent Effective	89.2%	

OCTOBER BIRTHDAYS & ANNIVERSARIES

Birthdays		<u>Date</u>
Samantha Scripter		October 11
Sharon Hargrove		October 13
Holly Lawson		October 19
Bob Rollins		October 26
Randy York	3	October 28

Anniversaries	<u>Date</u>	Years
Lisa Collins	October 3, 1985	24
Amanda Cales	October 7, 2007	2
Greg McLemore	October 7, 2007	2
Marla Orchid	October 8, 2008	1
Ashley Riley	October 9, 2003	6
Chris Braden	October 9, 2007	2
Jessica Jones	October 15, 2008	1
Ben Savell	October 21, 2008	1
Brandon Hollifield	October 26, 2007	2

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 1ST STRATEGY OF **PROVIDING** WORLD CLASS **SERVICE!**

ctober is Breast Cancer Awareness

As of October 15, Store 525 has raised \$3108 for the Susan G. Komen foundation! As a matter of fact, Store 525 has RAISED THE MOST MONEY IN THE ENTIRE ATLANTA KMA! So here are the Top Three Sellers of "Pink Ribbon Icons":

> I. Sandi Shaw \$594 2. Lora Huffman \$507 3. Kim Snyder \$492

For the top sales in Zone D last week, Store 525 has won \$50 into our store account. Great Job Everyone! Keep selling those "Pink Ribbon Icons" to see how much we can raise! All money raised will go directly to the Susan G. Komen local affiliates.

For further information on Breast Cancer Awareness, be sure to check out the official Sysan G. Komen for the Cure website at: http://wws.komen.org/.

A CHANCE TO WIN!

ONE ELMS PERFORMING EMPLOYEE WILL WIN THIS

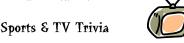


FOOTBALL GRILL ON NOV. 16. ALL THAT YOU HAVE DO IS SCORE A 95% VAR BETTER TO RECEIVE AN ENTRY. SO BE SURE TO LOOK FOR YOUR ENTRY FORM IN YOUR WEEKLY

"GOAL"DEN EGG AND DROP IT INTO THE ENTRY BOX AT CUSTOMER SERVICE! RETAIL VALUE \$59.99!



Fun & Games



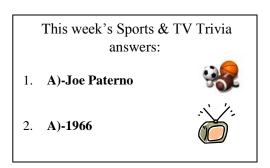
- 1. Who is the only coach to have taken his team to all four major bowls and secure victories in each bowl?
 - A) Joe Paterno B) Bob Neyland C) Bill Alexander
- 2. When did the original Star Trek debut?

A) 1966 B) 1968 C) 1970

Answers on the next page, Good Luck!

Image of the New Upgrade for the Skip Bagging feature!







ELMS "STAR PERFORMER" FOR OCTOBER

The October Award has 1 week in the books with 3 weeks still to go, but as of right now here are the top 5 contenders. Who will it be? You Guys Are Awesome!

1.	Sandi Shaw	138.2%
2.	Lora Huffman	134.5%
3.	Amanda Cales	122.2%
4.	Kim Snyder	113.2%
5.	Chris Braden	107.1%

We received a new Self Checkout Upgrade on Oct 14! Here are the new features!

This release includes the following updates:

- · New Skip Bag Screen to Reduce confusion around Skip Bagging.
- Quantity Required Items will now prompt Customer to enter quantity.
- Self-Checkout Receipts will now look like receipts on the manned lanes.
- · Ability to Print reports by specific lane.
- Automated iPad Connection to help reduce ipad connection support calls.
- New Customer Facing Screens for Safer items scanned to help inform Customers what is needed to scan safer items.
- This release also has some background changes which will allow for **future** Self-Checkout changes such as an automated weekly reboot, faster scanning, only items specific to a store to appear on the self-checkout screens, ability for Customers to remove filled bags during their order.
- When our store is on Signature Capture, any orders over \$50 will now print at the robot, because the signature is being captured there.

How to Handle Recalled Items

When the register prompts B911 Restricted Qty Recall –

DO NOT SELL - This item is a Class 1 Recall and you CAN-NOT over-ride. (You will also see this item in your Cashier Communication Book with the Code Date being ALL CODES.)



When the register prompts B911 Restricted Qty Check Lot # - You need to check the Communication Book for the Code Date of the item. If the Code Date is **NOT** on the list all you need to do is hit **CLEAR>OVERRIDE>ENTER** to ring the product up. It does not require an Override Card and if the item is on the Kroger Plus Card it will ring up the Kroger Plus Card price.