

# front end newsletter

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Cashiers that meet the ELMS Goal of 95% or better for week ending July 11, 2009 and are instrumental in helping us reach our WIG goal:

<u>NAME</u>	<u>SCORE</u>
Sandi Shaw	105.5%
Amanda Cales	105.0%
David Lemelin	102.2%
Denise Oliver	100.3%
Nicole Jones	99.9%
Lora Huffman	99.6%
Megan Metcalf	99.4%
Sonya Kron	98.9%



# 8 People Made Goal!

"Even eagles need a push."

**David McNally**

## THOSE WHO MADE GREAT IMPROVEMENT IN THEIR ELMS SCORE

E.L.M.S. GOAL:

**95.0%**

NAME

Sonya Kron



IMPROVEMENT

13.42%

STORE SCORE WEEK ENDING JULY 11, 2009:

**88.8%**



THIS WEEK SCORE WAS AN INCREASE VS **LAST WEEK SCORE**. WE WENT FROM 86.9% TO 88.8% THIS WAS AN INCREASE OF 2.19%. WE NEED TO CONTINUE TO IMPROVE ON A DAILY BASIS TO ACHIEVE THE ELMS AND WIG GOAL OF 95% EFFECTIVE!

**6.2 MILES TO ATLANTA**



**95%**



Will we ever cross that finish line of 95%?

**REMEMBER, ASK FOR ME, BOB!**



PLU SALE ITEMS FOR THIS WEEK:

**LEARN HIGH USAGE PLU CODES:**



*Red Delicious Apples*  
4016

*Jumbo Garlic Cloves*  
4608



*Bing Cherries*  
4045

*White Seedless Grapes*  
4022



# Lean Accounting Tips

## Till Organization

Trained Cashiers play a vital role for Lean Accounting! The proper procedures and organization of your till, will streamline the process of balancing your till. Lean Accounting will go live for Store 525 on October 6. So here are some tips to make the conversion to Lean Accounting a lot easier to manage.

1. Stamps need to be placed in the far left slot on the till – turn them up sideways for easy access.
2. Checks need to be placed face down one on top of the other in the far left slot on the till. If the check is too large (i.e. WIC Check) then place it underneath the till.
3. Place \$50 & \$100 bills in the far left slot on the till underneath any checks accepted.
4. Place Credit Card Receipts, upside down, underneath the till by sliding them through the slot in the cash drawer; since the till does not open we need to place Credit Card Receipts under the till. By placing the receipts upside down the slips will fall on top of each other as for the most part stay organized.
5. All extra rolled coins need to be placed underneath the till in the very back.
6. Any additional misc. tender such as Coinstars need to be placed underneath the till.
7. If there is a discrepancy with a check/misc. tender (tendered incorrectly, franked incorrectly, incorrect amount entered) you need to notify a Supervisor immediately so an adjustment can be made. If we correct errors before they get to accounting it will make accounting much easier.
8. DO NOT open any rolls of coins unless you need that penny, nickel, dime, or quarter. Opening *excess* coins will cause the till to be short on Lean Accounting.

## **JULY BIRTHDAYS & ANNIVERSARIES**

### Birthdays

Sandi Shaw

### Date

July 4

Alice Pinckard

July 17

Dennis Harbin

July 18

Gerry Anders

July 20

Heather Hogan

July 23

Cody Thornburgh

July 30



### Anniversaries

Megan Metcalf

### Date

July 1, 2008

### Years

1

# New Web Address:



<http://your525newsletter.yolasite.com>

Don't forget 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 and 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!**



# Shining Stars 2010

As you know, we've just completed our 2009 Shining Stars Grand Finale Celebration. Atlanta is now happy to announce 2010's Shining Stars Event.

When an associate becomes eligible, they will receive an **entry card**. You will fill out the first and second portion of the card. The first portion will be placed into a Lottery Box in the manager's office. The second portion of the card will be sent to the Customer 1<sup>st</sup> Department where you will become part of (200) monthly prizes to be given away. The Third portion of the card will now have a Value of \$1 and will be good off any purchase one dollar or more before tax, with your Associate Plus Card.

### Final Selection:

Just like last year, all associates who have won Shining Star(s) will be part of a customer drawing that makes you a finalist to the celebration. The finalist will be invited to a celebration within their store or operation and will play a game such as "cover all Bingo" to decide on the attendees to the **Shining Stars Celebration. The Grand Finale Celebration will be held after Q1-2010, late Spring.**



**Time Frame for Eligibility:** Period #5, 2009 through Quarter 1, 2010.

### The Pin:



**There is a new design for 2010.** Every associate that has been awarded a Shining Stars since period five and moving forward will receive a **2010 Pin**. Pins will only be delivered for the first entry. If you should lose their pin, let us know and we'll gladly send for you a replacement.



Fun & Games

Sports & TV Trivia



1. **Don Larson, Whitey Ford and Tom Sturdivant pitched for which 1957 AL baseball team?**  
A) Boston Red Sox B) Milwaukee Braves C) New York Yankees
2. **Who played "Mr. Death" on an episode of "The Twilight Zone"?**  
A) Robert Redford B) Paul Newman C) Clint Eastwood

**Answers on the next page, Good Luck!**



## ENGAGEMENT TIPS

1. If the customer is wearing their favorite team's shirt, you can comment on their team and let them know that we have party trays available in the deli for game day.
2. Ask their children how they're doing? How is your summer going?
3. See the customer is buying a new item; ask them if they've tried it before.

This week's Sports & TV Trivia answers:

1. C-New York Yankees



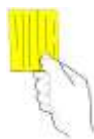
2. A-Robert Redford



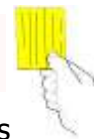
ELMS  
"STAR PERFORMER"  
FOR JULY

The July Award has 2 weeks 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. Cody Thornburgh | 109.7% |
| 2. Sandi Shaw      | 105.5% |
| 3. Amanda Cales    | 104.0% |
| 4. David Lemelin   | 100.8% |
| 5. Lora Huffman    | 99.6%  |



## The Importance of Yellow Cards and The Negative Impact of Key Rings



Are you aware of the negative impact that Key Rings have on Sales Forecasts, Schedules and Earned Hours?

It is difficult to guess how many hours we are missing out on because we do not know what items are not being scanned properly. We do know that Key Rings reduce the number of hours being Forecasted, Scheduled and Earned in various departments throughout the store.

The reason why is Sales and Labor Forecast are built upon history, and these Forecasts depend upon that history being accurate. With the incomplete historical data from Key Rings, these Forecasts are negatively impacted.

So the filling out a Yellow Card will help reduce the number of Key Rings by letting Danny Noe, the Store Scan Coordinator, know which items need to be corrected and added to the POS system so they will scan.

So by reducing Key Rings we can earn more hours in our Forecasts and Schedules.

SO YOU CAN SEE IT IS VERY IMPORTANT TO **REDUCE KEY RINGS.**



## WIG GOALS



### ONE WORD-ENGAGEMENT!!!!

We are no longer NUMBER 1 store in Zone D!!! We are now tied for 1<sup>st</sup> place with Store 599 with a 91.7%. We lost our spot because we **FAILED** to be Customer First. **We missed Engagement on our last shop. It will now take 6 weeks of perfect scores just to get back to 90%.** All we have to do is **ENGAGE!** Engagement is not HARD! So here is our Wildly Important Goals and our year to date scores:

❖ Engaging



87.5%

❖ Front-End Supervisor

100%

❖ Total Queuing

87.5%

❖ Express Lane Open

100%

❖ Ring Tender Percent Effective 89.6%



91.7%  
WIG Average

