



FRONT END NEWSLETTER

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“A best friend is like a four leaf clover: hard to find and lucky to have.”

Author Unknown

E.L.M.S. GOAL:

95.0%


STORE SCORE WEEK ENDING MARCH 6, 2010:

93.4%



ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the ELMS Goal of 95% or better for week ending March 6, 2010 and are instrumental in helping us reach our WIG goal of 95% and our WIG score of 86.4%:

<u>NAME</u>	12 cashiers	<u>SCORE</u>
Cody Thornburgh		113.1%
Sandi Shaw		106.3%
David Lemelin		105.7%
Amanda Cales		103.7%
Larry Dixon		101.8%
Lora Huffman		100.4%
Michael Malek		100.3%
Alice Pinckard		99.1%
Laurie Clark		97.8%
Nathan Fritz		96.5%
Marla Orchid		96.4%
Brandi Lawhorn		95.0%

MADE GOAL!!

THOSE WHO MADE GREAT IMPROVEMENT IN THEIR ELMS SCORE

<u>Name</u>	Great Job Larry Dixon!!	<u>Improvement</u>
Larry Dixon		12.24%



THIS WEEK SCORE WAS AN INCREASE VS **LAST WEEK SCORE**. WE WENT FROM 92.8% TO 93.4% THIS WAS AN INCREASE OF 0.65%. WE ARE DOING AN AWESOME JOB AND NEED TO CONTINUE TO IMPROVE ON A DAILY BASIS TO ACHIEVE THE ELMS AND WIG GOAL OF 95% EFFECTIVE!

1.6 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%	91.7%
KPF Goal	80%	80.0%
Total WIG Goal	86.4%	92.1%

Remember, Ask For Me, BOB!



We are in 2nd place for Zone D and that's great. Let's continue to improve our areas of opportunity, Ring Tender Percent Effective and Non Front End Verbal Acknowledgement, to improve our WIG score and our Customer Service!



MARCH BIRTHDAYS & ANNIVERSARIES

PLU SALE ITEMS FOR THIS WEEK:

LEARN HIGH USAGE PLU CODES:

Green Cabbage
4069



Red Delicious Apples
4016



Mangoes
4959



Anjou Pears
4416



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 1st

Strategy of providing

World Class Service!



Week 1 ELMS Contest Winner is...



Marla Orchid



Marla won the first week ELMS contest for the \$25 Gift Card. All Cashiers are eligible to win each week, for the next 7 weeks!! All that is required is having an ELMS Score of 95% or better with a minimum of 4 Ring Tender Earned Hours.

Who will be next week winner? It could be YOU!!!

CELEBRATE ST. PATRICK'S DAY AND SUPPORT A GREAT CAUSE AT THE SAME TIME!



you can make a \$2 donation to wear a green shirt and/or jeans* to celebrate St. Patrick's Day on Wednesday, March 17th to support a

great cause, the MDA Foundation.

***no t-shirts are allowed and name tags must be worn. Jeans may be worn with regular uniform top if green is not your color.**



Fun & Games

Sports & TV Trivia



1. What is it called in basketball when a player records double digits in three statistical categories, like rebounds, points and assists?
 - A) Triple Play B) Trifecta C) Triple-Double
2. Who played Diane on "Cheers"?
 - A) Shelley Long B) Kristie Alley C) Bebe Neuwirth

Answers on the next page. Good Luck!



MYSTERY SHOP CONTEST!

THOSE THAT HAVE A CHANCE TO WIN IN THE 2ND PERIOD CONTEST.

1. SANDY YATES

GIFT CARD PRIZE VALUE \$5



The discount includes products labeled as “Kroger” brand. In addition, the discount applies to all brands manufactured by The Kroger Co. including Private Selection, Naturally Preferred, Active LifeStyle, Pet Pride, and more. The discount will be automatically applied when your associate Kroger Plus card is used.

*Please see Susannah Ishmael if you are not receiving discount. Discount will take 3-6 days to be activated if card is not set up.
Does not include Fuel, RX, and Select prepared items



Fred Meyer Discounts, Coming Up!
Important Dates Coming Up:

Friends and Family Sale: March 26 & 27 TWO DAYS ONLY
Additional 20% off Fine Jewelry and 10% off Clearance
Jewelry Kroger Associate Everyday Discount 20%

Zable Sale: April 2&3
Buy 3 Zable Beads Get 1 Free

Jewelry Repair Clinic: April 3rd
Additional 10% OFF

Don't miss out on these deals.



ELMS Star Performer For March

There is 1 week in the books for March with 4 weeks still to go, but as of right now here are the top 5 contenders for the March Star Performer on the Month. Who will it be?



1. Cody Thornburgh 113.1%
2. Sandi Shaw 106.3%
3. David Lemelin 105.7%
4. Amanda Cales 103.7%
5. Larry Dixon 101.8%



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		