



INSIDE THIS ISSUE

- Page 1 ELMS Performance News
- Page 1 ELMS Great Improvement
- Page 1 This Week Score
- Page 2 Not Asking for KPF is Messing Up Our WIG
- Page 2 Birthdays & Anniversaries
- Page 3 Being Customer First, Is Key! **UPDATED!**
- Page 3 Sports & TV Trivia
- Page 4 Are You a Volunteer?
- Page 4 CVV Cashier Information



“Cheers to a new year and another chance for us to get it right.”

Oprah Winfrey

E.L.M.S. GOAL:

95.0%

STORE SCORE WEEK ENDING JANUARY 2, 2010:

95.5%



FRONT END NEWSLETTER
ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the ELMS Goal of 95% or better for week ending January 2, 2010 and are instrumental in helping us reach our WIG goal:

<u>NAME</u>	<u>SCORE</u>
Kim Snyder	119.6%
Cody Thornburgh	110.1%
Denise Oliver	109.8%
David Lemelin	107.7%
Sandi Shaw	106.3%
Heather Hogan	105.6%
Amanda Cales	105.5%
Lora Huffman	102.4%
Alice Pinckard	101.4%
Michael Malek	101.1%
Daniel Small	97.4%
Tanza Leatherwood	96.9%
Marla Orchid	96.7%

WOW!!

13 Cashiers

Made Goal!!!

THOSE WHO MADE GREAT IMPROVEMENT IN THEIR ELMS SCORE

<u>Name</u>	<u>Improvement</u>
Denise Oliver	13.55%



THIS WEEK SCORE WAS A DECREASE VS **LAST WEEK SCORE**. WE WENT FROM 98.1% TO 95.5% THIS WAS A DECREASE OF 2.65%. WE HAVE REACHED GOAL, CAN WE 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 Seven Weeks In A Row! Great Job! Let's See If We Can Make It Eight Weeks!

Remember, Ask For Me, BOB!



PLU SALE ITEMS FOR THIS WEEK:

LEARN HIGH USAGE PLU CODES:

-  Avocados
4046
-  Red Delicious Apples
4430
-  Bartlett Pears
4409
-  Braeburn Apples
4103



WIG GOALS

ENGAGEMENT STARTS WITH YOU!!

Well with just 4 weeks left and KPF being missed on the last 4 shops our score keeps falling. We need to make sure we ask every KPF prompted Customer to apply. Next year there will be more focus on KPF than in the past; let's get in the habit of asking. Floor Supervisors Make Sure we are meeting the Queuing Standard of 1 Plus 1. Here are Wildly Important Goals and our year to date scores:

- ❖ **Engaging** 89.8%
- ❖ **Front-End Supervisor** 100%
- ❖ **Total Queuing** 85.2%
- ❖ **KPF (Since the 7th Period / 8 of 17)** 47.1%
- ❖ **Express Lane Open** 100%
- ❖ **Ring Tender Percent Effective** 90.4%



80.5%
WIG Average



Make sure we are doing all the things that every customer deserves when they shop at our Kroger store. A friendly, engaging cashier and a quick and efficient check out. And if your customer is prompted for the 123 Rewards MasterCard make sure you mention this offer to them. If all these things are done, then we will be on our way to improvement!

WE CAN DO THIS!!

January Birthdays & Anniversaries

Birthdays

- Adam Lee
- Taylor Rana Drake
- Andrew Reinerio
- Josh Reinerio



Date

- January 6
- January 25
- January 27
- January 27

Anniversaries

- David Lemelin
- Hasmukhbhai Patel
- Dennis Harbin

Date

- January 1, 2005
- January 17, 2006
- January 17, 2008

Years

- 5
- 4
- 2

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!



Being Customer First, Is KEY!



Here is an updated list of those that can earn a KEY for being Ring Tender Effective for the last 26 weeks of the 2009 fiscal year. Because *"Being Ring Tender Effective is part of Kroger's Customer 1st Strategy of providing World Class Service!"* What is required to receive a key? A 21 week average of 95% or better for the first 26 weeks and last 26 weeks of the year. There are 4 weeks left to earn a KEY for the last 26 weeks of the year. If your name is listed below then you have the opportunity to earn the KEY. You need to have a score for the number of the "weeks needed" and an average of 95% or better. Kim Snyder and Sandi Shaw have earned a KEY if they just maintain an average of 95% and Michael, Nathan and Brandon just need to improve their average for the next 4 weeks to get to 95%. Come on guys you can do it!

Name	Weeks Needed	Average Score
Cody Thornburgh	1	114.7%
Sandi Shaw	0	109.0%
Lora Huffman	1	105.7%
Amanda Cales	2	104.9%
Chris Braden	3	101.1%
Alice Pinckard	4	98.0%
Kim Snyder	0	97.6%
Michael Malek	0	94.2%
Denise Oliver	3	93.4%
Marla Orchid	1	92.7%
Nathan Fritz	0	91.7%
Brandon Hollifield	0	91.1%



Fun & Games

Sports & TV Trivia



- What is the nickname of Duke University?
A) Tar Heels B) Blue Devils C) Wildcats
- Which TV drama starred James Van Der Beek?
A) "Dawson's Creek" B) "Diagnosis Murder" C) "Beverly Hills 90210"

Answers on the next page, Good Luck!





Would you like to volunteer for Children’s Miracle Network Telethon?

The Children’s Miracle Network Telethon is coming up soon and they want to recognize Kroger during the live broadcast on Sunday, January 31st, which will take place at Children’s Hospital. Children’s Miracle Network will be recognizing Kroger during the live broadcast for Zone D’s outstanding fundraising efforts this year. **Zone D raised \$27,934.03!** Children’s Miracle Network needs/wants 5 Kroger employees to serve as phone bank operators from 4:45 p.m. – 7:30 p.m. They also need 3 willing volunteers to help with the check presentation live on air from 6:00 p.m. – 6:45 p.m.

If you wish to volunteer let Management know by Tuesday, January 12th. Children’s Miracle Network is holding 5 spots for us but we will lose out if I don’t get names turned in on time.

This week’s Sports & TV Trivia answers:

1. B)- Blue Devils 
2. A)- “Dawson’s Creek” 



CVV Cashier Information/Eliminating Errors

Atlanta has identified two common cashier errors regarding the handling of the CVVs that are creating a large number of rejects from our banking contractor:

1. Showing the total purchase for a CVV even if it exceeds the maximum value, e.g. putting \$6.43 as the amount transacted instead of \$6.00 for a \$6.00 CVV: This is likely due to cashiers being used to putting in the total amount of the WIC purchase and not remembering that on a CVV the most you can put is the maximum value. The CVV is ONLY VALID for the amount on the front on the CVV. The remaining balance is to be paid with another form of payment.
2. Missing signatures. This may be due to the larger number of FIs and CVVs now being handled at one time and the cashier is failing to get all of them signed. Make sure that the customer signs the CVV and that you match the signature with the signature card.

If you have any trouble handling WIC vouchers (FI) or CVV’s do not hesitate to page customer service or a floor supervisor for assistance with your transaction.



ELMS “STAR PERFORMER” FOR DECEMBER

The winner of the ELMS “STAR PERFORMER” for December is Cody Thornburgh with an average monthly score of 141.8%. Cody has won a \$10 gift card for his outstanding performance. A new contest will start for next year!