



FRONT END NEWSLETTER

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"If you can dream it,
you can do it."



WALT DISNEY

E.L.M.S. GOAL:

95.0%

STORE SCORE WEEK ENDING
SEPTEMBER 5, 2009:

87.3

ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the ELMS Goal of 95% or better for week ending September 5, 2009 and are instrumental in helping us reach our WIG goal:

NAME	SCORE
Heather Hogan	105.8%
Sandi Shaw	103.5%
David Lemelin	100.0%
Cody Thornburgh	99.7%
Alice Pinckard	99.1%
Amanda Cales	98.9%
Stefani Taylor	98.9%
Lora Huffman	95.7%
Mary Irwin	95.1%



9 People Made The Team!

THOSE WHO MADE GREAT IMPROVEMENT IN THEIR ELMS SCORE

NAME	IMPROVEMENT
STEFANI TAYLOR	11.75%



THIS WEEK SCORE WAS A SLIGHT DECREASE VS **LAST WEEK SCORE**. WE WENT FROM 87.4% TO 87.3% THIS WAS A DECREASE OF 0.11%. WE NEED TO CONTINUE TO IMPROVE ON A DAILY BASIS TO ACHIEVE THE ELMS AND WIG GOAL OF 95% EFFECTIVE!

7.7 MILES TO ATLANTA



Will we ever make it to 95? It's just a little further down the road!

Remember, Ask For Me, BOB!



PLU SALE ITEMS FOR THIS WEEK:

LEARN HIGH USAGE PLU CODES:

Bartlett Pears

4409

Jumbo Sweet Onions

4166

Avocados

4046

White Seedless Grapes

4022



WIG GOALS

The KPF Measurement has started!!

We are NUMBER 1 store in Zone D!!! We have separated ourselves from other stores with our excellent shops lately. Great Job Everyone! KPF (MasterCard) is now part of our WIG Goals. The goal for KPF is 80%! We are supposedly getting a fresh start fresh with KPF, so will have a 100%. So make sure you ask every time you are prompted. So here is our Wildly Important Goals and our year to date scores:

- ❖ **Engaging** 90.6% →
 - ❖ **Front-End Supervisor** 100% →
 - ❖ **Total Queuing** 86.7% →
 - ❖ **KPF** 100% →
 - ❖ **Express Lane Open** 100% →
 - ❖ **Ring Tender Percent Effective** 89.2% →
- 94.3% WIG Average**

SEPTEMBER BIRTHDAYS & ANNIVERSARIES

Birthdays

- Nathan Fritz
- Amy Frank
- Lisa Collins
- Amy Wells
- David Lemelin
- Danny Noe

Date

- September 1
- September 1
- September 2
- September 12
- September 13
- September 18



Anniversaries

- Cody Thornburgh
- Samantha Scripter
- Penny Smith
- Sandy Yates
- Alice Pinckard
- Lora Huffman

Date

- September 4, 2008
- September 5, 2008
- September 12, 2008
- September 12, 2008
- September 14, 1982
- September 28, 1981

Years

- 1
- 1
- 1
- 1
- 27
- 28

New Web Address:



<http://your525newsletter.yolasite.com>

Be sure to visit Yours525Newsletter 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!

Info About Gift Cards

Here is some important information about Key Entered Credit Card Restrictions for Gift Cards.

- If a credit card is used to purchase a gift card, the credit card must be swiped through the magstripe reader.
- If the credit card does not scan, "DO NOT" hand key enter the credit card account number. Instead, ask the Customer for another form of payment.
- If no other form of payment exists, void the transaction for the gift card portion of the order.
- Follow store operating procedures for processing the remaining non-gift card items in the order.
- If a gift card is voided, it should never be put back on display. Voided gift cards should be given to the Customer Service Manager and destroyed.



Fun & Games
Sports & TV Trivia



1. What is the nickname of Georgia University?
A) Yellow Jackets B) Tigers C) Bulldogs
2. Which TV show's theme song included the line "They're creepy and they're kooky"?
A) "The Munsters" B) "The Addams Family" C) "Beverly Hillbillies"

Answers on the next page, Good Luck!



David Lemelin did an outstanding job getting Store 525 certified for KR14/SCO Certification. David exhibited all the necessary LEAD skills for a SCO attendant. Certification for this portion of Key Retailing was a major accomplishment. So for David's outstanding LEAD behaviors at SCO and getting Store 525 certified, David received a \$25 Best Buy Gift Card.

A Great Event... For a Great Cause: Wine on the Water



Tickets for Wine on the Water went on sale Wednesday September 2nd and will be on sale till October 1st. **Wine on the Water** is an evening of tasting great wine and wonderful food while listening to live music along the Volunteer Landing waterfront. **SIP GREAT**

WINES poured by international and domestic wineries, and **SAVOR GREAT CUISINE** presented at festive tasting stations, where the area's hottest chefs prepare their specialties just for you.

From wine novices to advanced wine enthusiasts, **Wine on the Water** is a casual, affordable, and (most importantly) fun evening for all experience levels. Bring your friends and co-workers out for this night on the town and help a great cause at the same time!

Free parking will be available in the City County Parking Garage. Tickets are available here at Kroger at a discounted price of \$50. This great event is October 2, 2009 from 6:30pm-9pm at Volunteer Landing to raise money for the Cystic Fibrosis Foundation.

This week's Sports & TV Trivia answers:

1. **C- Bulldogs**



2. **B-"The Addams Family"**



ELMS "STAR PERFORMER" FOR SEPTEMBER

The September Award has 1 week in the books with 4 weeks still to go, but as of right now here are the top 5 contenders. Who will it be? You Guys Are Awesome!

- | | |
|--------------------|--------|
| 1. Heather Hogan | 105.8% |
| 2. Sandi Shaw | 103.5% |
| 3. David Lemelin | 100.0% |
| 4. Cody Thornburgh | 99.7% |
| 5. Alice Pinckard | 99.1% |

It's A SNAP!



Supplemental Nutrition Assistance Program or SNAP is the new name for the federal Food Stamp Program. The new name reflects the USDA's focus on nutrition and putting healthy food within reach for low income households.

The name change to SNAP is a result of the recently enacted Food, Conservation, and Energy Act of 2008 (P.L. 110-246), also known as the Farm Bill. SNAP helps low-income people and families buy the food they need for good health. The change from Food Stamp Program to SNAP does **not** require any action on our part; the name change does **not** change the application process or regulations:

- There is **no** change to the Program rules. The same food items are eligible for purchase with SNAP benefits.
- Clients will continue to use their existing EBT cards.
- SNAP is the new federal name for the Food Stamp Program.

We will start seeing these new changes on October 1, 2009.