



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 Donations For American Red Cross



“From New Year's on the outlook brightens; good humor lost in a mood of failure returns. I resolve to stop complaining.”

Leonard Bernstein

E.L.M.S. GOAL:

95.0%

STORE SCORE WEEK ENDING JANUARY 9, 2010:

90.9%



FRONT END NEWSLETTER

ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the ELMS Goal of 95% or better for week ending January 9, 2010 and are instrumental in helping us reach our WIG goal:

<u>NAME</u>	<u>SCORE</u>
Cody Thornburgh	114.3%
Amanda Cales	110.1%
David Lemelin	108.1%
Sandi Shaw	106.8%
Heather Hogan	104.4%
Betty Noe	103.5%
Michael Malek	101.4%
Denise Oliver	98.8%
Nathan Fritz	98.4%
Lora Huffman	96.2%
Daniel Small	95.4%

WOW!!

11 Cashiers

Made Goal!!!

THOSE WHO MADE GREAT IMPROVEMENT IN THEIR ELMS SCORE

This Week We Did Not Have One **GREAT CASHIER** Improve Their Score By 10% Or More But **Nathan Fritz** Made **Great Strides** In Improving His ELMS Score Last Week. Nathan Improved His Score By 5.81%. **GREAT JOB Nathan!! Keep It Up!**

THIS WEEK SCORE WAS A DECREASE VS LAST WEEK SCORE. WE WENT FROM 95.5% TO 90.9% THIS WAS A DECREASE OF 4.82%. WE NEED TO CONTINUE TO IMPROVE ON A DAILY BASIS TO ACHIEVE THE ELMS AND WIG GOAL OF 95% EFFECTIVE!

4.1 MILES TO ATLANTA



We made goal for seven weeks in a row but now we have fallen short. Strive for 95%!

Remember, Ask For Me, BOB!



PLU SALE ITEMS FOR THIS WEEK:

LEARN HIGH USAGE PLU CODES:

Cantaloupe

4050



Navel Oranges

3107



Cabbage

4069



Peaches

3117



WIG GOALS

ENGAGEMENT STARTS WITH YOU!!

With just 3 weeks left in the 2009 fiscal year and KPF being missed on the last 5 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** 90.0%
- ❖ **Front-End Supervisor** 100%
- ❖ **Total Queuing** 85.5%
- ❖ **KPF (Since the 7th Period / 8 of 18)** 44.4%
- ❖ **Express Lane Open** 100%
- ❖ **Ring Tender Percent Effective** 90.4%



80.0%
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 3 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. Cody, Sandi, Lora and Kim have earned a KEY if they just maintain an average of 95% and Michael, Marla, Nathan and Brandon just need to improve their average for the next 3 weeks to get to 95%. Come on guys you can do it!

Name	Weeks Needed	Average Score
Cody Thornburgh	0	114.7%
Sandi Shaw	0	108.9%
Lora Huffman	0	105.2%
Amanda Cales	1	105.1%
Chris Braden	3	101.1%
Kim Snyder	0	97.3%
Michael Malek	0	94.5%
Denise Oliver	2	93.7%
Marla Orchid	0	92.8%
Nathan Fritz	0	92.0%
Brandon Hollifield	0	91.1%



Fun & Games

Sports & TV Trivia

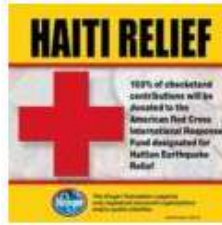


1. What is Allen Iverson's nickname?
 - A) The Question B) The Answer C) The Statement
2. On which cartoon would you find the characters Patti Mayonnaise, Skeeter & Porkchop?
 - A) "Rugrats" B) "Rock's Modern Life" C) "Doug"

Answers on the next page, Good Luck!



KROGER ACCEPTING CUSTOMERS' MONETARY DONATIONS FOR AMERICAN RED CROSS RELIEF EFFORTS



Our company is offering several ways customers can donate to the Red Cross relief effort for Haiti. One hundred percent of the donations raised across the Kroger family of stores will benefit the Red Cross relief response in Haiti.

Online

The Kroger.com website provides a link that allows customers to donate immediately online to the Red Cross and also shares the number (90999) that customers can text to donate using their cell phone. Text "HAITI" to 90999 and a \$10 donation that will be added to the customer's mobile bill.

In Stores

Across the company, our stores are helping our customers donate in different ways - through coin boxes, "rounding up" their purchase to the next dollar and donating the difference, adding on amounts to their total bill and more.

Here is how to accept donations from Kroger customers.

There are two ways to accept a donation:

50 enter - will round up the order

Or if the customer would like to give a dollar amount:

Press 9839

Enter

Press the amount of the donation

Press Enter



Press Total

Collect for the completed transaction

In the three days that we have starting raising money for the American Red Cross we have raised \$1145.46. And guess what? We are the Number 1 store in Zone D for the first three days of the fund raiser.

One hundred percent of the donations raised across the Kroger family of stores will benefit the American Red Cross relief effort for Haiti.

This week's Sports & TV Trivia answers:

1. **B)- The Answer** 
2. **C)- "Doug"** 



A New Contest Will Be Starting On January 31, 2010. Where 1 Great Employee Out Of No More Than 4, (25% Odds), Will Have An Opportunity To Win Up To One \$20 Gift Card Every 4 Weeks!! Could You Use Up To A \$20 Gift Card Every Four Weeks? Stay Tuned For Further Details!

