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"Minds are like parachutes - they only function when open."

Thomas Dewar

E.L.M.S. GOAL:

95.0%

STORE SCORE WEEK ENDING FEBRUARY 13, 2010:

90.6%



front end newsletter

ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the ELMS Goal of 95% or better for week ending February 13, 2010 and are instrumental in helping us reach our WIG goal of 95% and our WIG score of 86.4%:

<u>NAME</u>	8 Cashiers	<u>SCORE</u>
Cody Thornburgh		110.7%
Randy Clark		109.5%
Heather Hogan		106.9%
David Lemelin		104.8%
Amanda Cales		102.5%
Alice Pinckard		101.9%
Michael Malek		100.6%
Sandi Shaw		99.5%

Made Goal!!



THOSE WHO MADE GREAT IMPROVEMENT IN THEIR ELMS SCORE

<u>Name</u>	GREAT JOB!	<u>Improvement</u>
Doug Flynn		14.51%



THIS WEEK SCORE WAS A DECREASE VS LAST WEEK SCORE. WE WENT FROM 91.1% TO 90.6% THIS WAS A DECREASE OF 0.55%. WE NEED TO CONTINUE TO IMPROVE ON A DAILY BASIS TO ACHIEVE THE ELMS AND WIG GOAL OF 95% EFFECTIVE!

4.4 MILES TO ATLANTA



Strive for 95%!

Remember, Ask For Me, BOB!



PLU SALE ITEMS FOR THIS WEEK:

LEARN HIGH USAGE PLU CODES:

Cantaloupe

4050



Collard Greens

4614



White Seedless Grapes

4022



Red Delicious Apples

4016



WIG GOALS 2010

<u>WIG MEASURE</u>	<u>WIG GOAL</u>	<u>OUR SCORE</u>
<i>Front-End Supervisor Goal</i>	80%	100%
<i>Engaging Goal</i>	90%	100%
<i>Non Front End Verbal Acknowledgement</i>	90%	66.7%
<i>Deli Invite/Thank</i>	90%	100%
<i>Total Queuing Goal</i>	80%	100%
<i>Ring Tender Percent Effective Goal</i>	95%	90.9%
<i>KPF Goal</i>	80%	50%
Total WIG Goal	86.4%	86.8%

Each measure makes a HUGE DIFFERENCE in our WIG score! We are far better than our WIG score shows, so let's take advantage of our opportunities and improve our WIG score and our Customer Service!



February Birthdays & Anniversaries

Birthdays

Date

Rob Bowen

February 2

Jordyn Bough

February 3

Michael Malek

February 5

Lindalee Russell

February 5

Emilee Hyatt

February 8

Brandi Lawhorn

February 15



Anniversaries

Date

Years

Melissa James

February 7, 2008

2

Sandi Shaw

February 16, 1992

18

Stefani Taylor

February 16, 2008

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!*



Carousel Checklane Efficiency-Helpful Tips and Hints for Bagging

- ✓ Open all bags prior to starting the order – Having the bags open prior to starting the order will allow you to bag as you check. This allows you to pay more attention and engage with the Customer instead of fumbling with opening the bags.
- ✓ Scan the order according to basic product groupings – This will allow you to bag the order more efficiently. Product groupings are: hard dry items, boxes, perishables, soaps and detergents, crushable and fragile items. Multiple bags are available for sorting to keep meat, frozen, chemical and soft or fragile items separate.
- ✓ Scan with a steady, fluid hand-to-hand motion – Select the item with the hand closest to the belt, after the item is scanned place it in your other hand as you approach the bag. Now you can select the next item to scan with one continuous motion.
- ✓ Use the audible beep rather than the display to confirm that an item has scanned correctly – After two failed attempts to scan an item, hand-enter the UPC.
- ✓ Always turn the carousel counter-clockwise toward the Customer as you rotate to the next bag rack – Turning the carousel counter-clockwise toward the Customer is a non-verbal prompt to the Customer to remove the bag. As the Customer removes the bags from the carousel it “frees” up the bag rack to continue bagging the larger orders.
- ✓ Use all bag racks evenly – Don't bag on one side only, rotate between 1 bag orders. Keep an even distribution of bags on the carousel so you don't need to stop during a transaction to redistribute.
- ✓ Do not remove the bags from the carousel until the order has been completed and payment has been received – Waiting until the end will not interrupt your transaction efficiency speed. Also, tell the customer they have “x” number of bags. By stating the number of bags, both of you are less likely to leave one behind and you are still engaging.
- ✓ Turn the carousel counter-clockwise, completely around after each order – Minimize your chances of having a “left behind” bag from an order. We do not want to accidentally leave a bag behind or give another Customer someone else's groceries. As you turn the carousel around, open the bags as suggested above.



Fun & Games

Sports & TV Trivia



1. How many home run titles did Roger Maris win?

A) 1 B) 2 C) 3

2. What brand of orange juice did Bing Crosby endorse?

A) Sunkist B) Minute Maid C) Tang

Answers on the next page, Good Luck!



ARE YOU SAVING FOR THE FUTURE?

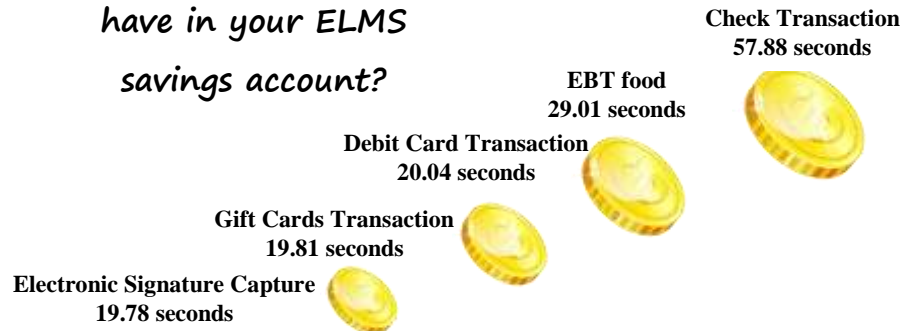
MYSTERY SHOP CONTEST!

THOSE THAT HAVE A CHANCE TO WIN IN THE 1ST PERIOD CONTEST.

1. HASMUKHBHAI PATEL
2. LYNN WATSON
3. T.J. GIBSON

GIFT CARD PRIZE VALUE \$10



How much time do you have in your ELMS savings account?



Put time in your ELMS savings account by exceeding ELMS task standards! Then time will be waiting for you in the bank when you really need it.



This week's Sports & TV Trivia answers:

1. A)- 1 
2. B)- Minute Maid 






2010 ELMS Star Performer

Month	Winner	Score
January	Sandi Shaw	106.9%
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		

ELMS Star Performer For February

The ELMS Star Performer Program is continuing for 2010. There are 2 weeks in the books for February, with 2 weeks still to go, but as of right now here are the top 5 contenders. Who will it be?

	1. Randy Clark	109.5%	
	2. Cody Thornburgh	108.9%	
	3. Heather Hogan	108.0%	
	4. David Lemelin	103.7%	
	5. Amanda Cales	101.1%	