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“THE WAY TO GET STARTED IS TO QUIT TALKING AND BEGIN DOING.”



**WALT DISNEY**

E.L.M.S. GOAL:

95.0%

STORE SCORE WEEK ENDING SEPTEMBER 12, 2009:

89.5  
**WOW!**



**FRONT END NEWSLETTER**

ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the ELMS Goal of 95% or better for week ending September 12, 2009 and are instrumental in helping us reach our WIG goal:

<u>NAME</u>	<u>SCORE</u>
Chris Braden	104.2%
Betty Noe	103.2%
Sandi Shaw	102.8%
Cody Thornburgh	102.7%
David Lemelin	102.7%
Amanda Cales	102.0%
Lora Huffman	98.2%
Alice Pinckard	97.8%



**8 People Made The Team!**

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 Sharon Hargrove Made Great Strides In Improving Her ELMS Score Last Week. Sharon Improved Her Score By 7.71%. GREAT JOB SHARON!!*

THIS WEEK SCORE WAS AN INCREASE VS LAST WEEK SCORE. WE WENT FROM 87.3% TO 89.5% THIS WAS AN INCREASE OF 2.52%. WE NEED TO CONTINUE TO IMPROVE ON A DAILY BASIS TO ACHIEVE THE ELMS AND WIG GOAL OF 95% EFFECTIVE!

**5.5 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:**

*Jumbo Cantaloupe*

4050

*Green Peanuts*

4935

*Sweet Potato*

4816

*Red Seedless Grapes*




4023



**WIG GOALS**

*The KPF Measurement has started!!*

We were GREEN on Engaging, but with the last shop we are now RED on Engagement! Engagement starts with you!! 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 should have a 100%. So make sure you Engage with every Customer and ask every KPF prompted Customer to apply. So here is our Wildly Important Goals and our year to date scores:

- ❖ **Engaging**  **87.9%** → **93.8%**
- ❖ **Front-End Supervisor** **100%** → **WIG Average**
- ❖ **Total Queuing** **87.2%** → **WIG Average**
- ❖ **KPF** **100%** → 
- ❖ **Express Lane Open** **100%**
- ❖ **Ring Tender Percent Effective** **89.2%** 

**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 Scriptor
- 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 1<sup>ST</sup> STRATEGY OF PROVIDING WORLD CLASS SERVICE!**

# Store 525's Shining Stars!



Congratulations to each of these Front End Associates for being an 8<sup>th</sup> Period Shining Stars Winner! Each of these employees has won a \$20 Gift Card just for being recognized as being Customer First.

- Alice Pinckard
- Amanda Cales
- Dana Fulkerson
- Randy Clark



## Kroger United Way Bowl-A-Thon



Our Zone is raising money for the United Way by hosting a zone wide Bowl-A-Thon. It's a fun way to raise money and **A GREAT WAY** to earn hours for **DOLLARS FOR SCHOLARS!** Here is what to do to be involved in this great fund raiser.

- Ask Stefani Taylor for a sponsor sheet to sign up
- Ask family, friends, teachers, neighbors, etc. to sponsor you
- Participate on the day of the event: Thursday, Sept. 24<sup>th</sup> 6-9pm
- Collect money from sponsors and turn in by Saturday, Sept. 26<sup>th</sup>
- You must have a total of 5 sponsors or \$25 pledged to participate

This event is Thursday, Sept. 24<sup>th</sup> from 6-9pm at the UT Student Center. Snacks and refreshments will be provided. Parking is available in the University Center garage. So be sure to sign up today!



Fun & Games

Sports & TV Trivia



1. Who was the youngest goalie to guide his team to a Stanley Cup in 1986?  
A) Grant Fuhr B) Patrick Roy C) Ron Hextall
2. Which show won the Outstanding Nonfiction (Reality) Emmy Award in 2001-2002?  
A) "Survivor" B) "Fear Factor" C) "The Osbournes"

Answers on the next page, Good Luck!





To kick off the 2009-2010 United Way campaign, the Atlanta Division will be giving away gift cards and shopping sprees to division associates!

**60 Winners:** \$50 gift card  
(5 people from each Zone)

**24 Grand Prize Winners:**  
\$100 Kroger Shopping Spree  
(2 people from each Zone)

Store 525 has raised \$4094 for United Way as of week ending September 19, 2009. Our store goal is \$10,000.

This week's Sports & TV Trivia answers:

1. **B- Patrick Roy**



2. **C- "The Osbournes"**



### **Save a Billion Bags Quest:**

The Kroger Company used approximately 6.5 Billion bags in 2008. Adding just one item to each plastic bag would keep more than 1 Billion bags from entering the environment-filling our waterways and landfills. Proper bagging techniques can help put one more item in a bag. Less plastic is both environmentally friendly and Customer friendly. Nobody likes making several trips back and forth from their car when they are putting away their groceries. Too many bags, means the more inconvenience and frustration for our Customers.

### **The Goal:**

Your goal is to help Save a Billion Bags in 2009. If every Courtesy Clerk and Cashier could put just one more item in every plastic bag, we could prevent 1 Billion bags from entering the environment, while eliminating sending the Customer home with excessive bags. Most plastic bags can contain as many as 8 or 10 items. However, even when following proper bagging rules, some bags may only contain a couple of items.

### **Key Points:**

- Be aware of the number of bags you are sending home with the Customer-that's the Customer 1st way.
- Never throw away loose bags, use them when you can.
- Placing just one more item in every bag will help us save 1 Billion bags a year.
- Our regular plastic bags are strong enough to hold 10 to 15 pounds.
- Double bagging is not necessary.
- Large boxes and items that have their own carrying handle do not need to be bagged. For example: Plants, 12-pack of Soda, Large boxes of Detergent, Bags of Charcoal, Bag of Ice, Bag of Pet Food, Gallon of Milk, Gallon of Bleach, 5+ pound bag of Potatoes, Package of Diapers
- Proper bagging can also be an important factor in whether the shopping experience makes our customers want to return. Remember using proper bagging techniques doesn't just save the company money; customers see and appreciate the effort.

### **Tips for Proper Bagging:**

1. "Size up" the amount of groceries before beginning to bag the order.
2. Do not bag large items.
3. Do not bag anything with a handle.
4. Build walls, without forcing items down on the sides.
5. Fill the middle with heavier items.
6. Place crushable items (eggs, chips, bread, greeting cards) on top or keep separate in a junior mate bag, if appropriate.
7. Bag wet and dry items separately (keep refrigerated and frozen items together, etc.).
8. Never bag cleaning products (chemicals) with food.
9. Plan to put as many items in one bag as possible – without overloading the bag.
10. Do not double bag (unless the customer requests it).



## **ELMS "STAR PERFORMER" FOR SEPTEMBER**

The September Award has 2 weeks in the books with 3 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. Betty Noe	103.2%
3. Sandi Shaw	103.2%
4. Cody Thornburgh	102.7%
5. David Lemelin	101.4%