



INSIDE THIS ISSUE

- Page 1 ELMS Performance News
- Page 1 ELMS Great Improvement
- Page 1 This Week Score
- Page 2 Our WIG Is Now RED!!
- Page 2 Birthdays & Anniversaries
- Page 3 Top Three Sellers
- Page 3 A Chance To Win
- Page 3 Sports & TV Trivia
- Page 4 New SCO Upgrade
- Page 4 How To Handle Recalls



"The scariest moment is always just before you start."

Stephen King

E.L.M.S. GOAL:

95.0%

STORE SCORE WEEK ENDING OCTOBER 10, 2009:

93.8%



FRONTEND NEWSLETTER

ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the ELMS Goal of 95% or better for week ending October 10, 2009 and are instrumental in helping us reach our WIG goal:

<u>NAME</u>	<u>SCORE</u>
SANDI SHAW	138.2%
LORA HUFFMAN	134.5%
AMANDA CALES	122.2%
Kim Snyder	113.2%
Chris Braden	107.1%
Cody Thornburgh	103.5%
Marla Orchid	101.8%
David Lemelin	99.5%
Heather Hogan	98.4%
Betty Noe	96.4%



10 People In The Pumpkin Patch!

THOSE WHO MADE GREAT IMPROVEMENT IN THEIR ELMS SCORE

<u>NAME</u>	<u>IMPROVEMENT</u>
LORA HUFFMAN	41.73%
SANDI SHAW	35.76%
KIM SNYDER	35.57%
AMANDA CALES	20.04%
KAY KNIGHT	16.94%
MARLA ORCHID	16.48%
ELLEN DUKAGJINI	15.17%



THIS WEEK SCORE WAS AN INCREASE VS **LAST WEEK SCORE**. WE WENT FROM 87.0% TO 93.8% THIS WAS AN INCREASE OF 7.82%. WE NEED TO CONTINUE TO IMPROVE ON A DAILY BASIS TO ACHIEVE THE ELMS AND WIG GOAL OF 95% EFFECTIVE!

1.2 MILES TO ATLANTA



Will we ever make it to 95? It's just a little further down the road! Oh so close last week.

Remember, Ask For Me, BOB!



PLU SALE ITEMS FOR THIS WEEK:
LEARN HIGH USAGE PLU CODES:

Green Beans

4066



Bartlett Pear

4409



Granny Smith Apple

4139



Jumbo Sweet Onions

4166



WIG GOALS

ENGAGEMENT STARTS WITH YOU!!

This is the FIRST TIME in NINE MONTHS we have been below 90% on our WIG SCORE! REMEMBER: Engagement Starts With You! Make sure you Engage with every Customer and ask every KPF prompted Customer to apply. 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** 86.5%
 - ❖ **Front-End Supervisor** 100%
 - ❖ **Total Queuing** 85.8%
 - ❖ **KPF** 85.7%
 - ❖ **Express Lane Open** 100%
 - ❖ **Ring Tender Percent Effective** 89.2%
- 89.5% WIG Average**

OCTOBER BIRTHDAYS & ANNIVERSARIES

Birthdays

- Samantha Scriptor
- Sharon Hargrove
- Holly Lawson
- Bob Rollins
- Randy York



Date

- October 11
- October 13
- October 19
- October 26
- October 28

Anniversaries

- Lisa Collins
- Amanda Cales
- Greg McLemore
- Marla Orchid
- Ashley Riley
- Chris Braden
- Jessica Jones
- Ben Savell
- Brandon Hollifield

Date

- October 3, 1985
- October 7, 2007
- October 7, 2007
- October 8, 2008
- October 9, 2003
- October 9, 2007
- October 15, 2008
- October 21, 2008
- October 26, 2007

Years

- 24
- 2
- 2
- 1
- 6
- 2
- 1
- 1
- 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!

October is Breast Cancer Awareness Month

As of October 15, Store 525 has raised \$3108 for the Susan G. Komen foundation! As a matter of fact, Store 525 has RAISED THE MOST MONEY IN THE ENTIRE ATLANTA KMA! So here are the Top Three Sellers of "Pink Ribbon Icons":

- | | |
|-----------------|-------|
| 1. Sandi Shaw | \$594 |
| 2. Lora Huffman | \$507 |
| 3. Kim Snyder | \$492 |



For the top sales in Zone D last week, Store 525 has won \$50 into our store account. Great Job Everyone! Keep selling those "Pink Ribbon Icons" to see how much we can raise! All money raised will go directly to the Susan G. Komen local affiliates.

For further information on Breast Cancer Awareness, be sure to check out the official Susan G. Komen for the Cure website at: <http://ww5.komen.org/>.

A CHANCE TO WIN!

ONE ELMS PERFORMING EMPLOYEE WILL WIN THIS FOOTBALL GRILL ON NOV. 16. ALL THAT YOU HAVE DO IS SCORE A 95% OR BETTER TO RECEIVE AN ENTRY. SO BE SURE TO LOOK FOR YOUR ENTRY FORM IN YOUR WEEKLY "GOAL" DEN EGG AND DROP IT INTO THE ENTRY BOX AT CUSTOMER SERVICE! RETAIL VALUE \$59.99!



Fun & Games
Sports & TV Trivia



- Who is the only coach to have taken his team to all four major bowls and secure victories in each bowl?
A) Joe Paterno B) Bob Neyland C) Bill Alexander
- When did the original Star Trek debut?
A) 1966 B) 1968 C) 1970

Answers on the next page, Good Luck!

Image of the New Upgrade for the Skip Bagging feature!



We received a new Self Checkout Upgrade on Oct 14! Here are the new features!

This release includes the following updates:

- New Skip Bag Screen to Reduce confusion around Skip Bagging.
- Quantity Required Items will now prompt Customer to enter quantity.
- Self-Checkout Receipts will now look like receipts on the manned lanes.
- Ability to Print reports by specific lane.
- Automated iPad Connection to help reduce ipad connection support calls.
- New Customer Facing Screens for Safer items scanned to help inform Customers what is needed to scan safer items.
- This release also has some background changes which will allow for **future** Self-Checkout changes such as an automated weekly reboot, faster scanning, only items specific to a store to appear on the self-checkout screens, ability for Customers to remove filled bags during their order.
- When our store is on Signature Capture, any orders over \$50 will now print at the robot, because the signature is being captured there.

This week's Sports & TV Trivia answers:

1. A)-Joe Paterno



2. A)-1966



How to Handle Recalled Items

When the register prompts B911 Restricted Qty Recall – **DO NOT SELL** – This item is a Class 1 Recall and you **CAN-NOT** over-ride. (You will also see this item in your Cashier Communication Book with the Code Date being ALL CODES.)

RECALL

When the register prompts B911 Restricted Qty Check Lot # – You need to check the Communication Book for the Code Date of the item. If the Code Date is **NOT** on the list all you need to do is hit **CLEAR>OVERRIDE>ENTER** to ring the product up. It does not require an Override Card and if the item is on the Kroger Plus Card it will ring up the Kroger Plus Card price.



The October Award has 1 week 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. Sandi Shaw | 138.2% |
| 2. Lora Huffman | 134.5% |
| 3. Amanda Cales | 122.2% |
| 4. Kim Snyder | 113.2% |
| 5. Chris Braden | 107.1% |