



# KROGER TIMES AT NORTHSHORE DRIVE!



The 2010 Open Enrollment for the Health and Welfare Plan ends this Saturday, Nov. 21. This open enrollment **only** applies to employees that currently have health insurance. If you do not enroll, you will **not** be covered under the Health and Welfare Plan for 2010. To enroll, follow these simple instructions:

## KEY PEOPLE IN OUR STORE:

**Store Manager.....Ted Mills**

Front End.....Holly Lawson

Fuel.....Elizabeth Brakebill

Starbucks.....Tampa Newport

Pharmacy.....Kristie Hutchinson

Floral.....Kim Jones

Produce.....Mike Beckham

Nutrition.....Chris Coning

Deli.....John Pugh

Cheese Shop.....Belinda Brackett

Bakery.....Debbie Moody

Seafood.....Alex Kandilakis

Meat.....Chuck Breeden

Drug G.M.....Karen Lindsay

Grocery.....Ray Caldwell

Frozen Food.....Gordon Smith

Dairy.....Jeff Trentham

1. **Find a computer with internet access.**

If you do not have a computer, contact Store Management for access to a store computer.

2. **Go to: <http://secure.healthx.com/nashville.asp>**

3. **Login.**

At the login page, **Sign-Up** to create your account. You will need an email address to enroll online. If you don't have an email account, the website will provide a link to obtain a free email address. If you do not wish to designate an email address, a temporary email will be assigned. The email address will not be utilized; it is a requirement of the system.

4. **Enroll.**

The online system will guide you through the enrollment process.

5. **Confirm.** Once you have made your benefit elections, you will see a summary of your choices and a confirmation number. Please keep your confirmation number in a safe place.



If you do not enroll during open enrollment, you will **not** be covered under the Health and Welfare Plan for 2010 and you will **not** have the opportunity to enroll for coverage until next year's open enrollment (unless you have a Special Enrollment Event).

Online Enrollment  
It's fast. It's Easy.  
It's strictly confidential.

# Associate 20% Kroger Brand Sale Nov. 15th– Nov. 21st, 2009

## EMPLOYEE DISCOUNT IS HERE!!!

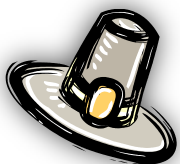
### November Anniversaries

<u>Name</u>	<u>Date</u>
Holly Lawson	11/05/86
Heather Hogan	11/06/07
Bob Rollins	11/07/08
Trish Stinnett	11/08/07
Mike Beckham	11/11/78
Betty Noe	11/11/80
Kim Jones	11/16/83
Traci Lerch	11/20/07
Britney Lawhorn	11/28/06



### November Birthdays

<u>Name</u>	<u>Date</u>
Tabbi Geisler	11/02
Susannah Ishmael	11/06
Randy Clark	11/07
Lynn Watson	11/07
Anne Paradises	11/08
Janet Howard	11/23
Justin Elrod	11/23
Melissa James	11/30



Employee Discount is HERE!!! The discount includes products labeled as “Kroger” brand. In addition, the discount applies to all brands manufactured by The Kroger Co. including Private Selection, Naturally Preferred, Active LifeStyle, Pet Pride, and more. The discount will be automatically applied when your associate Kroger Plus card is used. Here is a list of Store Employees that are NOT set up to receive the Employee Discount:

- DELMAR CARROLL
- JULIE GENTRY
- LINDALEE RUSSELL
- PHYLLIS BREWER-VINGOE
- SHANNA HOOKS
- SHAWNA SALDANA

Please verify that you are receiving the employee discount and if you are not receiving discount please see Susannah Ishmael so you can take advantage of this discount, just in time for the holidays. Discount will take 3-7 days to be activated if card is not set up. Discount does not include Fuel, RX, and select prepared items.

### Your Newsletter is on the Web

Don't forget to visit Your525Newsletter online, with a Brand New Look, at  
<http://your525newsletter.yolasite.com>.

Be sure to check it out and drop me a line to 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!

# Check It Out!






As Part Of Kroger’s Core Values,  
 We Have Created An Inclusion  
 Council Help Make Our Store The  
 Best That It Can Be For Both Our  
 Associates And Our Customers.  
 Here Is The Goal Of The Kroger  
 Inclusion Council: Your Voice  
 Matters, Working Together  
 Works, Encouraging Everyone's  
 Involvement, Being The Best  
 Person You Can Be.

The Council Includes 12  
 Associates Throughout Store That  
 Would Like To Hear Your  
 Comments, Suggestions,  
 Concerns and Ideas So That You  
 Have A “Voice” In The Store.

**KROGER 525 INCLUSION  
 COUNCIL MEMBERS**

- Alex Kandilakis.....Meat/Seafood
- Alice Pinckard.....Front End
- Andy Abraham.....Grocery
- Betty Noe.....Front End
- Danielle Allen.....Management
- Debbie Moody.....Bakery
- Doug Flynn.....Accounting
- John Ingram.....Fuel
- Mechelle Hawkins.....Deli
- Mitchell Honey.....Produce
- Sherri Breeden.....Drug G/M
- Tampa Newport.....Starbucks



**From the Vault items are specially priced  
 online items for Associates only and  
 reflect a savings greater than the  
 everyday Associate 20% discount.**

***Citrine Pendant in Yellow Gold***



*The name Citrine comes from an old  
 French word, “citrin”, meaning lemon. This  
 gemstone ranges in color from the palest  
 yellow to dark amber named Madeira  
 because of its resemblance to red wine.*

Advertised Price \$148  
**From the Vault Price \$59.99\***  
 (\*includes free 2nd day shipping \$5.95 value)

**Available online only**

Use online discount code: 9KREPN79  
 Offer valid 11/1/09 - 11/30/09  
 Cannot be combined with  
 any other offer or discount  
 While supplies last



***Reflections of Summer***  
**By: Timothy Sorsdahl**

**November Happenings**

- Nov. 4 King Tut Tomb Discovery
- Nov. 11: Veteran’s Day
- Nov. 15: American Recycles Day
- Nov. 22 National Stop The Violence Day
- Nov. 22, 1963: JFK Assassinated
- Nov. 26: Thanksgiving Day
- Nov. 30 Birthday of Mark Twain



## Check Out Your Total Associate Discounts

**Employee Assistance Program** Visit [www.MagellanHealth.com/member](http://www.MagellanHealth.com/member) or call 1-800-547-1442 for information, referrals and support on topics such as:

- Family
- Work-Life Balance
- Stress
- Health and Wellness
- Relationship Issues
- Grief and Loss
- Depression and Anxiety
- Alcohol or Drug Concerns



### Convenient, Easy & Secure

With Express HR you can update your Personal Information, add or update Direct Deposit, view and print your pay stub and update your Federal Taxes (W-4). You can update this information through Express HR in three different ways:

- Log in using the kiosk Express HR kiosk in our store
- Log in from any computer by going to [www.myemployeeinfo.com/atlanta](http://www.myemployeeinfo.com/atlanta) and clicking on the link for Express HR
- Call 1-800-952-8889, keyword Express HR

Don't forget all the discounts available to you as an associate, especially now during the holiday season. From jewelry to computer products to cell phone service to flowers, CDs, DVDs and more, there's plenty to pick from and save money. Check out this list:

#### [Fred Meyer Jewelers and Littman Jewelers](#)



Every month, there is a special associate-only offer from Fred Meyer Jewelers. Also, visit [www.fredmeyerjewelers.com](http://www.fredmeyerjewelers.com) or [www.littmanjewelers.com](http://www.littmanjewelers.com) to save **20 percent off our everyday low, online prices** with promotion code **910KRE20**. DISCOUNT DOES NOT INCLUDE: SWISS WATCHES, DIVING WATCHES, UNMOUNTED DIAMONDS AND GIFT CARDS.

#### [Microsoft Associate Purchase Program](#)



Purchase some of Microsoft's most popular software and hardware at discounted prices!

#### [Hewlett Packard/compaq/dell/sarcom Computer Equipment](#)



As part of the Kroger team, you can enjoy the benefits of reduced cost, easy procurement and great support from HP/Compaq and Dell. Purchases can be made online or by telephone.

#### [i-wireless](#)



i-wireless and Kroger partnered together to launch a new reward program for associates and customers. i-wireless offers associates 30 free minutes for every \$100 spent.

#### [FM Store 24/7: Associate-Only Savings on CDs, DVDs & Video Games](#)



Save an **extra 10 percent off** low Fred Meyer online prices on CDs, DVDs and games, which include more than 300,000 titles. FREE shipping on orders over \$25. Use promo code "**KR112008**" at **checkout**.

#### [Kroger Flowers - Online Discount](#)



Receive 10 percent off all flowers, plants and gifts on online purchases from the floral section of [www.kroger.com](http://www.kroger.com). Enter **EMP11** at **checkout**.

#### [Ford Vehicle Purchase Program](#)



Through the Partner Recognition Program, the Ford Motor Company extends special pricing to associates, both active and retired, and their spouses (CHILDREN ARE NOT ELIGIBLE) who purchase or lease eligible Ford vehicles. Enter **partner code XD810**.

#### [Cell Phone Plans and Service Providers](#)



Kroger has negotiated national accounts with **Cingular**, **Nextel (from Sprint)** and **Verizon** to offer associates discounted cell phone plans. Coverage and calling plans vary based on your location.

#### [Dream Seats](#)



All Kroger associates can enjoy a **5 percent discount** with Dream Seats, a preferred seating provider for concerts, sports and theater events nationwide.



**THINK SHRINK: SHRINK SMARTS**

**Period 11 Shrink Topic: Order Accuracy**

What is CAO? CAO stands for Computer Assisted Ordering. Associates assist CAO in ordering the correct amount of product to meet demand. CAO uses historical data and information to better create an adequate order. Incorrect CAO data leads to inaccurate orders, which causes either out-of-stocks or excess inventory.

- **Consequences of out-of-stocks:** Potential sales could be lost when customers cannot find the products they need.
- **Consequences of over ordering:** Adequately merchandised shelves appeal to customers, but an over-merchandised display or excess backstock may cause unnecessary shrink due to product going out-of-date.



**The Shrink Topic For The 11<sup>th</sup> Period Is.. Order Accuracy**



**Period 11 Safety Topic:**

**Equipment Safety**

*Step Stools & Ladders*

*“Working together, we can develop a culture that will reduce accidents to zero.”*

Safety Creed

Ensure all associates use the proper step stool or ladder.

**Make sure you are:**

- Only use approved step stools and ladders, inspect them prior to use, and report damage or broken parts.
- Use ladders to stock product on top shelves and to reach high storage.
- Climb down and move ladders and step stools to reach comfortably, never overreaching.
- Store ladders and step stools in the appropriate place and never leave them unattended on the sales floor.

**NOBODY LIKES SHRINK**



**PERIOD 11  Order Accuracy**

Controlling shrink by getting **what we need, when we need it.**

**You can't reason with shrink**

- When scanning out loss or updating the BOH, the appropriate Reason Code must be used.
- The Reason Codes include: TH, DR, CB, MP, QD, OD, WR, DN, and DI.
- Use your order guide to document current inventory and order quantities.

**Pop Quiz** Circle the correct answer for each of the following

- Which of the following is not one of the ten valid Reason Codes available when scanning out losses?
  - A. TH-Theft.
  - B. OD-Outdated.
  - C. DR- Damage Reclaim.
  - D. DI-Data Integrity.
- Which of the following scenarios would best ensure an accurate pharmacy order?
  - A. Balance-on-hands and Minimums are set correctly in the RX computer system.
  - B. Balance-on-hands in the RX computer are somewhat accurate.
  - C. Minimums are low and balance-on-hands are high in RX computer system.
  - D. Walking the RX shelves with the order printout each week.
- To view daily item movement, press \_\_\_ on the RF handheld.
  - A. F4.
  - B. F10
  - C. F3.
  - D. CTL O.



Fill out this quiz for your chance to **Win a \$5 In-Store Gift Card**

NAME

DEPARTMENT

TALK TO US  
1-800-689-4609

[www.ethicspoint.com](http://www.ethicspoint.com)

If you have concerns or questions about losses at our store, talk with your manager. If you'd rather report your concerns confidentially, call the help line. It's confidential and available 24 hours a day.





## Get On Track!

### **Our Customers**

***expect us to be our very best every time they shop!***



### **Our People Are Great!**

- Friendly Cashiers & Courtesy Clerks
- Friendly Associates throughout the store
- Associates who offer assistance and are thankful



### **I Get the Products I Want, Plus a Little:**

- Fresh perishables throughout the store
- In stock on items Customers want when they shop
- Variety and selection of items throughout the store



### **Our Prices Are Good:**

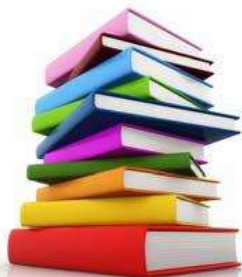
- In stock on all ad items
- Displays on items that are priced with a value to the customer
- Good variety of store branded products
- Engaging with customers on our great prices. Weekly specials, Yellow Tags, Double Coupons, Senior Citizen Discounts, Gas Awards, Plus Card Rewards, etc.



### **Shopping Experience that makes me want to return:**

- Friendly and efficient checkout
- Clean and uncluttered store
- Convenient to shop-ease of getting in and out of the store
- Worth the time and money-helping customer feel good about their shopping experience

## Get a Head Start on Your Future



Your education may be the first step to a bigger, brighter future. That's why Kroger is now offering 10 percent tuition savings when you sign up for classes from our new education partners, Kaplan University, Regis University and University of Phoenix. This new tuition benefit is available to all associates – no matter how long you've been with the

company or your position. With three universities to choose from, there's a program that's right for you. Not sure how to fit college into your busy schedule? No worries! Our university partners offer both classroom and online courses for your convenience. Plus, your prior work experience may turn into college course credit for you. Take control of your future – today. Speak with a university counselor to take your education to the next level.

## BUY A BAG FEED A FAMILY



This year, our store will offer special "Bringing Hope to the Table" reusable bags to benefit Feeding America Food Banks (formerly America's Second Harvest). The sale of these bags will help feed people living in our own communities, while cutting down our use of plastic. For every \$1.99 bag, our company will donate \$1.30 to local food banks. The donation helps a local food bank provide a meal for a family of four. We expect to raise nearly \$250,000 across the company. All funds from the bags will stay in the communities where they were raised.

The food banks are members of Feeding America, the nation's largest domestic hunger-relief organization. Make sure your customers know about these bags and what they mean to your community.