



# KROGER TIMES AT NORTHSORE DRIVE

## 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

## Store 525 Inclusion Council Demonstrates Strong Results



Back in June, our Store’s Inclusion Council was recently invited to make a presentation at the Zone Sales Meeting. (Gulp! That’s a big honor!) The Inclusion Council demonstrated the positive impact they are making on our store’s culture – among both associates and customers. Our store’s progress was illustrated by the new Receipt Tracker results which showed increases in customer ratings on the Four Keys. Former Co-Manager Rane Webb and previous Co-Chair of the Zone D Inclusion Council, Debbie Moody, Member of Zone D Cultural Council, Alex Kandilakis, Mitchell Honey and Betty Noe made the presentation. Thanks for representing us, Store 525, in a positive way, in front of the entire Zone.

**October Anniversaries**

<u>Name</u>	<u>Date</u>
Claire Dodson	10/01/07
Donnie Wilson	10/02/81
Lisa Collins	10/03/85
Matt Wyatt	10/03/06
Dee Braden	10/06/01
Amanda Cales	10/07/07
Greg McLemore	10/07/07
Patsy Wilkinson	10/07/07
Marla Orchid	10/08/08
Ashley Riley	10/09/03
Tampa Newport	10/16/06
Chris Braden	10/09/07
Julie White	10/15/07
Jessica Jones	10/15/08
Ben Savell	10/21/08
Mike Horsey	10/24/01
Brandon Hollifield	10/26/07
Patrick Doyle	10/29/96



**Inclusion Week 2009**



Inclusion Week 2009 was a great time for all those that participated. And a few lucky associates won \$50 in gift cards, just for being involved! Congratulations to these

lucky associates that WON:

- Monday-Danny Noe
- Tuesday-Amanda Cales
- Wednesday-Belinda Brackett
- Thursday-Sherri Breeden
- Friday-Sandy Yates
- Saturday-Nathan Fritz



**October Birthdays**

<u>Name</u>	<u>Date</u>
Mechelle Hawkins	10/03
Ben McGimsey	10/04
Mike Beckham	10/06
John Pugh	10/08
Samantha Scriptor	10/11
Sharon Hargrove	10/13
Susanna Sisco	10/18
Holly Lawson	10/19
Bob Rollins	10/26
Randy York	10/28



**Your Newsletter is on the Web**

Don't forget to visit [Your525Newsletter](http://your525newsletter.yolasite.com) 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!



*New Web Address:*



## Planning for the Future

Whether you are covered by a traditional pension fund or are contributing to a company-sponsored 401(k) plan, saving for retirement is more important than ever. Financial advisors agree – begin retirement savings early and stick to a plan. Financial advisors and online resources\* can help you create a retirement savings plan by:

- Calculating how much money you will need in retirement
- Evaluating how your current savings plan will help you reach your financial goals for retirement
- Determining what adjustments you might need to help stay on track
- Preparing for expected and unexpected changes to your savings plan

\*Merrill Lynch’s website –[www.benefits.ml.com](http://www.benefits.ml.com) – offers several resources to help you plan for retirement.



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



**Autumn Canadian Maple Shore of Fire**  
By: Timothy Sorsdahl

### October Happenings

- Oct 7, 1957: American Bandstand Premiered on WFIL-TV, Channel 6 in Philadelphia
- Oct 14, 1890: Dwight David Eisenhower Birthday (34th President)
- Oct 16, 1758: Noah Webster’s Birthday
- Oct 20, 1891: Sir James Chadwick (Discoverer of the Neutron)
- Oct 24: United Nations Day
- Oct 28, 1886: Dedication of the Statue of Liberty
- Oct 31: Halloween



**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



## Keep Life Moving...

Buying a home?  
 Moving into an apartment?  
 Purchasing or leasing a car?  
 Verifying past employment?

You will need proof of your employment or income.

So be sure to visit

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

or Call 1-800-367-2884

You will need:

- Employer Code 10575
- Your SSN
- Your PIN

## From The Vault of Fred Meyers



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

*Here is the Fred Meyer Vault Special for the month of October.*



**Created Opal with Diamond  
 in Yellow Gold**

Regular Price \$140

**From the Vault Price** \$69  
 (\*includes free 2<sup>nd</sup> day shipping \$5.95 value)

Available online only

Use online discount code: 9KREPC71

Offer valid 10/1/09 – 10/31/09

Cannot be combined with any other offer or discount

While Supplies Last

***Fred Meyer* JEWELERS**

*"For All Those Special Times"*

### **Opal Occasions:**

October Birthstone

14<sup>th</sup> Wedding Anniversary

Visit [fredmeyerjewelers.com/vault](http://fredmeyerjewelers.com/vault)



**THINK SHRINK: SHRINK SMARTS**

**Period 9 Shrink Topic: Organized Retail Crime**



**The Shrink Topic For The 9<sup>th</sup> Period Is... Organized Retail Crime**



**Period 9 Safety Topic: Slip & Fall Prevention**

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

When our store is clean, neat and organized, it’s safe.

Make sure you are:

- Keeping doors and walking paths free of obstructions.
- Sweeping aisles when needed.
- Immediately picking up packaging, produce and product that could pose a hazard.
- Keeping entrances and parking lot clear of debris.

**HOW ORGANIZED RETAIL CRIME AFFECTS ALL AMERICANS- In the Words of Those on the Front Line**

“These aren’t shoplifters taking a pack of gum. **These are professional thieves.** “

Brian J. Nadeau, Former Program Manager of the Organized Retail Theft Program, FBI

“Organized retail crime is **more serious than simple everyday shoplifting and is a growing problem.** “ New Jersey State Senator John Girgenti

“Organized retail crime is indeed **a big and growing problem,** particularly in the U.S. Relatively weak enforcement and weak penalties, combined with easier methods of fencing stolen goods...**have made retail theft an attractive opportunity for organized gangs.**“

George Off, Chairman of Checkpoint Systems

**NOBODY LIKES SHRINK**



**PERIOD 9 Organized Retail Crime**

Protect our merchandise, our company and your job.

Look for the signs, and prevent the shrink from Organized Retail Crime.

- Don't ignore the signs of shoplifting. If you see anything suspicious report it to a supervisor or manager right away.
- Watch for shoplifters working in teams. One will act as a lookout or to distract associates by creating a diversion, while another hides the merchandise.
- After structured theft rings steal from stores, they commonly sell the goods at flea markets or through online auction sales.

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

1. What does the acronym ORC stand for?
  - A. Other Retailers Cost.
  - B. Operations Rescue Center.
  - C. Organized Retail Crime.
  - D. None of the above.
2. How much do Retailers lose to ORC annually?
  - A. \$30 billion dollars.
  - B. \$30 million dollars.
  - C. \$15 million dollars.
  - D. None of the above.
3. What types of items are typically targeted by ORC groups?
  - A. Baby Formula.
  - B. Meat
  - C. Razors Blades.
  - D. All of the above.



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

## Safety Guidelines in the Event of a Robbery

If you are confronted by a person or persons who has a weapon in sight, or if by word, note or gesture leads the employee to believe he/she has a weapon of any sort:

1. **DO** try to remain as calm as possible so that you can understand the robber's instructions.
2. **DO EXACTLY** as you are instructed and as quickly as possible.
3. **DO** observe everything you can about the robber and his weapon.
4. **DO**, if possible, after being robbed observe the direction taken by the robber or the color and make of the escape vehicle. This information given to Police may lead to apprehension.
5. **DO NOT** make any sudden movement that might make the robber think you are resisting.
6. **DO NOT** say a word unless you are asked to say something.
7. **DO NOT** stall.
8. **DO NOT** attempt to hold back the money.
9. **DO NOT** attempt to leave the store or reach an out of sight telephone to give an alarm unless you are absolutely sure you cannot be observed by the robber.
10. **DO NOT** follow a robber when he/she leaves the store.
11. **DO** observe the robbers manner of speaking:
  - a. Soft
  - b. Harsh voice
  - c. Excessive use of profanity
12. **DO** observe the manner in which robbery was conducted. Does each move appear to have been planned, or was the robber nervous and excited?
13. **DO** observe closely robber's physical appearance:
  - a. Hair color
  - b. Shape of hairline
  - c. Shape of nose
  - d. Characteristics of lips
  - e. General shape of head
  - f. Characteristics of eyes and eyebrows
  - g. Chin line
  - h. Complexion
  - i. Scars or tattoos
14. **DO** observe the robber's walk as he/she moves:
  - a. Light on foot or flat footed
  - b. Shuffle or limp
  - c. Other distinctive motions

**The primary message here is... "Safety 1<sup>st</sup>".**