



Sign customers up for **Leads and Measures** every chance you get!



Always ask customers if they would like to sign up for **Home Depot Credit**.



Remember to complete your monthly **inFocus Quiz** and any **training**.



# RANGE PEEL

Monthly Newsletter for The Home Depot  
Store # 8460 • Tiffany Springs  
Store Manager: Andrew Ormond

Vol. 6, No. 06 | June 2020





**Tom Nixon, D28**

**Q** How long have you been with THD and what positions have you held?

**A** Six years. My first and only position has been garden associate.

**Q** If you could have any position in the store, what would it be?

**A** I like the garden department and I think if I were to go anywhere else it would be electrical.

**Q** What department would you never want to work in?

**A** Cashier. I don't like to be idle.

**Q** What did you do before working at THD?

**A** I am a science teacher in middle school.

**Q** What's a hobby that you enjoy?

**A** Fishing, woodworking and reading.

**Q** What's a meal you can eat over and over again?

**A** Steak and potatoes. I can't get enough of it.

**Q** What's your favorite part of working for THD?

**A** Helping customers. It is nice when customers seek you out for assistance.

**Q** What's your advice to new associates?

**A** Do your job. It takes a team to make a success.

# Congratulations!



★ ★ ★ ★ ★ ★ ★ ★ ★ ★ **ASSOCIATES OF THE MONTH - MAY 2020** ★ ★ ★ ★ ★ ★ ★ ★ ★ ★





**Cara Purdy D90**

- Q** How long have you been with THD and what positions have you held?
- A** One year, cashier
- Q** If you could have any position in the store, what would it be?
- A** Cashier.
- Q** What department would you never want to work in?
- A** Lumber.
- Q** What did you do before working at THD?
- A** Worked at a daycare and dance studio.
- Q** What's a hobby that you enjoy?
- A** Going to the gym, hanging with my family and friends.
- Q** What's a meal you can eat over and over again?
- A** Anything mexican.
- Q** What's your favorite part of working for THD?
- A** The other associates and making customers smile.
- Q** What's your advice to new associates?
- A** Ask questions and learn the online cashier book.



## THANKFUL THURSDAY

MAY 2020



SHOWING APPRECIATION FOR EVERYTHING YOU DO.



[www.bdasites.com/thdgear](http://www.bdasites.com/thdgear)

# FREE

# SHIPPING

THROUGH JUNE 30<sup>TH</sup>



FROM TV COMMERCIAL



Caller:

**Who is this?**

Associate:

**This is Jake from Home Depot**

Caller:

**What are you wearing "Jake from Home Depot?"**

Associate:

**Ugh...Orange Apron and Khakis**



laughs from

**816U**  
TIFFANY SPRINGS  
KANSAS CITY, MISSOURI

Through 6/30/20 ONLY. Not combinable with other offers. Other exclusions may apply.



**Customer Feedback:**

I had a rather large lumber order to pick up. I ordered online and although it wasn't ready when I got there, Zak in lumber helped me find everything I needed. He was quick and efficient when I needed a hand. This store is always clean and stocked.



**Customer Feedback:**

Maryette in the plumbing department was Awesome! She took the time to help me find the right plumbing parts I needed for my project. She even looked up a SKU number, printed it and helped me locate that part, all while wearing a boot on her foot.



**Customer Feedback:**

My cashier Juana, was so pleasant. She helped me check out and was very sensitive to my needs. She went above and beyond to make my experience delightful. Well done!



**Customer Feedback:**

Hollie was very helpful and familiar with the appliances we were interested in. She answered all our questions. She also explained Home Depot's delivery and installation policies, which was also a selling point to us. We were well satisfied.



**Customer Feedback:**

Brad in carpeting/flooring was very helpful and friendly. He understood our needs and did not try to upsell us products we did not want.



**Customer Feedback:**

We purchased 19 bags of mulch to redo our front garden. When we pushed the flatbed cart out to our car, a young man named Adam asked if he could help me load the mulch in the back of the car. He was a big help and very courteous and he simply made it easier to complete our visit. I like that about Home Depot people. They're willing to stop what they're doing and provide extra help when it's needed.



**Customer Feedback:**

Jerry was so helpful! He smiled and helped me with a cart dilemma I had. I came to the store in a bit of a bad mood but I left feeling like the day was much brighter! He was such a sweet and helpful individual.



**Customer Feedback:**

The young man that assisted me, Jacob the cashier, went above and beyond to assist me in finding exactly what I needed. He researched the item online and sought the expertise of another employee to find the security bit allen wrench that I needed. He was very professional and polite. He ensured I received excellent service.



**Customer Feedback:**

We special ordered garage doors. With the COVID-19 issues, both of us in our 70's and one in a wheelchair, Lisa was the absolute best. She met us out in the parking lot as we drove up with masks and gloves on. We went into the front office, she showed us samples of the door materials and computer blowups. Got what we wanted and everything explained.



**NEW HIRES**

<b>ALFREDO CORREA</b> – Service Desk
<b>BLAKE STEWART</b> – Service Desk
<b>BRITTNEY GERLING</b> – Service Desk
<b>GRACIE MITCHELL</b> – Service Desk
<b>KATHERINE REYES</b> – Paint
<b>LUCI STEELE</b> – Service Desk
<b>SKYE HARDCASTLE</b> – Service Desk



**BIRTHDAYS**

06/01	<b>CHRIS G.</b> Special Services Dept Supervisor
06/02	<b>TYAH B.</b> Curbside Associate
06/04	<b>WILMA B.</b> Garden Sales Associate
06/06	<b>VIKKI K.</b> Customer Service Associate
06/07	<b>AUSTIN C.</b> Order Fulfillment Associate
06/11	<b>ZAK K.</b> Lumber Associate
06/19	<b>THOMAS B.</b> Tool Rental Associate
06/20	<b>EDDIE T.</b> Customer Service Associate
06/28	<b>RHONDA J.</b> Electrical Dept Supervisor
06/28	<b>SANTINO G.</b> MET Team Associate
06/29	<b>BRAIN B.</b> Key Carrier Dept Supervisor

**ANNIVERSARIES**

06/04	<b>CHASE G.</b> Paint Sales Associate	1 yr
06/06	<b>TOM O.</b> MET Team Associate	12 yrs
06/11	<b>MICHAEL H.</b> Lumber Sales Associate	1 yr
06/14	<b>BROCK B.</b> PRO Sales Associate	1 yr
06/18	<b>NADINE O.</b> Plumbing Sales Associate	15 yrs
06/26	<b>MARYETTE L.</b> Plumbing Sales Associate	15 yr

**Customer Feedback:**

Very busy with lots of customers. I had no problems at all. Store employees are great at working with the social distancing rules and are very helpful, while respecting the customers space. Love this store.

