



Sign up customers 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: Robert Large

Vol. 3, No. 3 | April 2017



## 8460 CREW

<<<< Customer Needs Loading Assistance >>>>

Zack • Paul • Jerry • Matt • Zane • Dale

# DS SPOTLIGHT

Brandon Damon / Tool Rental-Repair DS



Brandon started as a PT OFA in #2211, and came to our store as a FT Tool Tech. He was recently promoted to Tool Rental Supervisor. If he wasn't working for THD, he'd be a farmer in Israel. The most interesting place that Brandon has ever travelled to is Jerusalem, and he could easily see himself living in London.

If he could have an endless supply of any food, it'd be ribeye steaks. Brandon's favorite part of working for THD is that he gets to work around tools and machines all day.

If he could have any position in the Company, it would be the person and SCC who researches and decides what tools get bought for tool rental centers across the Company. Brandon has never held a management position, but his goal is to be a servant leader. His advice to new associates is to work! Work hard and put forth the maximum effort. ■



**Lisa McKenzie, MET**

Lisa started less than a year ago as a MET associate.

**Q If you weren't working for THD, where would you be?**

**A** Babysitting my grandkids.

**Q Where's the most interesting place you've traveled?**

**A** Alaska.

**Q What thought or message would you put in a fortune cookie?**

**A** If you take time today for what's important, tomorrow will take care of itself.

**Q If you could have an endless supply of any food, what would it be?**

**A** Pizza!

**Q What's the best city you've ever lived in?**

**A** Glendale, AZ.

**Q What's your favorite thing about working for THD?**

**A** The people.

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

**A** Store Manager.

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

**A** CEO Admin. I think you'd learn a lot in that position.

**Q When you leave the Company, what would you like your title to be?**

**A** Store Manager.

**Q What advice would you give to a new associate?**

**A** Take time, pay attention, learn the layout of the store, and pick up after yourself.



## ASSOCIATES OF THE MONTH • MARCH 2017

DS



**Chris Griese**

SALES



**Chuck Walitalo**

OPS



**Jerry Kanabel**

FREIGHT



**Matt Perez**

CASHIER



**Lisa Daniels**

RECOVERY CHAMP



**Connor Bowley**



**Cynthia Horseman, Designer**

Cynthia has been with THD for 19 years, and she started at 3008 as a cashier..

**Q If you weren't working for THD, where would you be?**

**A** Working with a commercial design firm.

**Q Where's the most interesting place you've traveled?**

**A** Portland, OR. The food is amazing, the coffee is amazing. It has mountains, trees, and ocean if you go the right direction. And, the people are legitimately crazy.

**Q What's something we don't know about you?**

**A** I had weight loss surgery about five years ago and lost about 200 pounds.

**Q If you were an animal, what would you be and why?**

**A** Oh, I'd definitely be a cat. Crabby, cranky, and everything on my terms.

**Q What thought or message would you put in a fortune cookie?**

**A** This is gonna suck.

**Q What's the best city you've ever lived in?**

**A** Shore Hills, NJ. But, this was in the 80s, so it was like Bon Jovi Jersey and not like Jersey Shore Jersey.

**Q If you could have any super power, what would it be?**

**A** To make people mute.

**Q What's your favorite thing about working for THD?**

**A** They took care of me when I had my surgery. The only question Rob asked me was, "What do you need from me?" This company is always willing to step up like when Joplin happened or when 9/11 happened. When 9/11 happened, lots of

companies were laying people off because nobody knew what was going to happen and the economy tanked. Home Depot didn't lay off a single person. At Ground Zero, the only trucks besides emergency trucks allowed in were Home Depot trucks. You could see homer buckets every where in the news coverage. It was truly amazing.

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

**A** I would be the person who designs the showrooms because right now they are designed based on trends, they don't choose timeless looks. So, when the trend goes out of style, they are really out of style before they get updated in the stores.

**Q When you leave the Company, what would you like your title to be?**

**A** I'll still be a designer because I like my job.

**Q What advice would you give to a new associate?**

**A** Never tell a customer you know something that you don't actually know. And, never leave a customer with an "That's not my department" or an "I don't know". You should always follow it up with a "But, I can find someone who does" or "Let me get that person for you".



**Customer Feedback:**

Brought in a paint chip from another store. Paint department lady (Marilyn) offered to look it up on the computer. That failed. Then offered to scan and attempt to match. She did everything in her power to meet my needs and seemed genuinely happy to do it. She was able to match the color. I am forever grateful and now only shop Home Depot.



**Customer Feedback:**

Everyone was extremely welcoming and helpful, especially the Manager Rob. He opened a checkout line for me because a customer was having difficulty in the other line. He was extremely pleasant and helpful.



**Customer Feedback:**

John in electrical/lighting was extremely helpful, honest and aims to be helpful and funny. Great guy!





## NEW HIRES

<b>GARRET ELLISON</b> - Garden
<b>GARY ROWE</b> - Flooring Specialist
<b>JOEL HEINRICHS</b> - Garden
<b>NATHAN DANIELS</b> - Freight
<b>TJ HARRINGTON</b> - Deliveries
<b>WAYNE ALSPACH</b> - Garden Recovery

## TRANSFER

<b>BILL StMICHAEL</b> - Receiving
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## INTERNAL MOVES

<b>CHERYL LUPTON</b> - Appliances
<b>HUGO BLOMQUIST</b> - Freight DS
<b>MATT HALDEMAN</b> - Millwork DS
<b>SHERRIE HOSKINSON</b> - Garden

## PROMOTIONS

<b>BRANDON DAMON</b> - Tool Rental DS
<b>CULLEN MORIARTY</b> - Lumber DS

## ANNIVERSARIES

04/05	<b>DALE K.</b> Paint Associate	1 yr
04/05	<b>BRANDON D.</b> Tool Rental DS	1 yr
04/07	<b>BRIAN B.</b> Paint DS	19 yrs
04/08	<b>JACOB M.</b> Head Cashier	1 yr
04/12	<b>ROSE B.</b> Office Associate	16 yrs
04/20	<b>AUTUMN B.</b> Head Cashier	1 yr
04/26	<b>PAULA A.</b> Cashier	1 yr
04/27	<b>JERRY M.</b> Electrical Associate	6 yrs

## BIRTHDAYS

04/01	<b>RON M.</b> Freight Team Associate
04/01	<b>SONJA N.</b> Associate Support DS
04/04	<b>TOM N.</b> Garden Associate
04/08	<b>ADAM H.</b> Cashier
04/16	<b>BEN T.</b> Cashier
04/18	<b>ALVA S.</b> Plumbing
04/27	<b>JACOB M.</b> Head Cashier
04/28	<b>RICHARD C.</b> Freight Team Associate

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This monthly newsletter is produced for the Home Depot store #8460 by the VOA (Voice of the Associates) committee.  
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