



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. 6 | **August 2017**



Millwork

Devin ■ Matt ■ Abbey ■ Craig



MVP D29 Walk

July 13, 2017



Kevin Griese, D28

Kevin has been a Garden associate with us since January 2017.

Q What do you like most about working for THD?

A I like the customer interaction.

Q What's your dream career?

A For eleven years, I was an aircraft mechanic in the Navy and I loved it. I would have liked to stay in the aviation industry.

Q Where is a place you'd like to visit?

A There's not too many places I haven't been since being in the Navy... I'd like to go the Caymans though. Just so I can say that I've seen them. I've been around the world twice.

Q If you had a million dollars to spend, how would you?

A I'd fix up my house the way I wanted it, and I'd put the rest in a college fund for my kids.

Q Dogs or cats?

A Both.

Q What has been the most valuable life lesson you've learned?

A Early is on time, on time is late and late is unacceptable.

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

A MASM.

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

A Regional Merchandising Manager.

Q What advice do you have for new associates?

A Pay attention and learn as much as you can.

ASSOCIATES OF THE MONTH • JULY 2017

DS



Elaine Williams

SALES



Ray Deutsch

OPS



Sam Carolla

FREIGHT



Dale Kessler

CASHIER



Lisa Daniels

RECOVERY CHAMP



Autumn Boyle





Vikki Kidwell, D31

Vikki has been with the Company for almost three years and started as a cashier.

Q What do you like most about working for THD?

A I love the camaraderie behind the Service Desk.

Q Where is a place you'd like to visit?

A Hawaii.

Q If you had a million dollars to spend, how would you?

A I would make sure that my family and friends had all of their bills paid and then donate the rest to children's cancer research.

Q Dogs or cats?

A Puppies!

Q What has been the most valuable life lesson you've learned?

A That life is too short. It's too short to hold grudges, it's too short for everything. It's just too short.

Q If you could have any person's job in the store, what would it be?

A Jerry, on the lot. Or, the door greeters.

Q Which person's job would you never want?

A Elaine's - the Service Desk Supervisor.

Q What advice do you have for new associates?

A Bad days happen. Just keep smiling and keep swimming. You will make it to shore sooner or later.



Josh Seifert, D90

Josh started as a cashier about six months ago.

Q What do you like most about working for THD?

A I really like how the managers treat the entry-level associates. We're still treated with respect and like a person.

Q What do you like least about working for THD?

A Boredom. I get bored easy, so I'm always looking for something to do, which is hard when you're tied to a register.

Q Where is a place you'd like to visit?

A Hawaii.

Q What's a hobby that you enjoy?

A Riding four-wheelers.

Q If you have a million dollars to spend, how would you?

A I would probably buy a lot of cars and a lot of clothes.

Q Dogs or cats?

A Dogs, easy.

Q What has been the most valuable life lesson you've learned?

A Hard work pays off.

Q Is there something that you know now, that you wish you would have known sooner?

A Yes! Pay more attention to the training videos.



Customer Feedback:



The customer service at this Home Depot is the best I have ever had. Brock in your Appliance department, helped me pick out the appliances we needed now and the matching ones for a later purchase. He understood the questions and made sure we received informative answers. He was very polite and I could not have asked for a better salesperson.



Customer Feedback:



Garden associate Kevin did a great job of assisting us. Not only answering questions fully, but also asking relevant questions, allowing him to offer helpful suggestions and insights. When my wife and I requested some time to think and discuss our options, he graciously stepped away. Once we had decided and went to check out, Kevin took the extra step of checking back in with us to make sure we were happy. We had just had terrible customer service at Sam's Club, so Kevin's efforts were very much appreciated.



Customer Feedback:



Robert Blaylock and Cynthia Horseman are very good representatives of this store. Sharing their knowledge of the product, giving us some ins and outs regarding usage and were very friendly and personable as they did it. Like speaking with a neighbor or an old friend. You are very fortunate to have them and I will return to this store based on the treatment we received from them.



"Closing the will call is the final stage of the will call process. When the customer arrives to pick up a will call order, the order must be closed out in the system. Before the customer receives the merchandise, the quantity of merchandise that the customer is receiving for each line item must be entered into the system. NOTE: If the order is a carry out will call, the order will automatically close upon payment."



THE HOME DEPOT PRO MRO

WHAT'S PRO MRO?

PRO MRO = MAINTENANCE REPAIR & OPERATIONS



PRO MRO AVAILABLE IN QUOTE CENTER

Login:
Store PC Menu
> Pro Desk
> Quote Center



THOUSANDS OF PRODUCTS ARE AVAILABLE, HARD-TO-FIND ITEMS



- NEXT-DAY DELIVERY FROM LOCAL STOCK, IF ORDERED BEFORE 5PM.
 - FREE DELIVERY ON SHIP-TO-STORE STOCK ITEMS.
 - FREE JOB-SITE DELIVERY ON STOCK ITEMS.
- *SEE PRO DESK FOR DETAILS. RESTRICTIONS APPLY.

WHAT DO WE SELL?



JANITORIAL

- Professional grade cleaning chemicals
- Janitorial, sanitation supplies and equipment



PLUMBING & ELECTRICAL

- Outlets, receptacles, wall plates and accessories
- Fixtures, repair and replacement parts



REPAIR PARTS

- Appliance and plumbing repair parts



HVAC

- HVAC compressors
- Condensing units
- Room air equipment

AND MORE...

WHAT'S IN IT FOR ME?

Stay in Stock



Help the store better manage bulk purchasing by placing orders through PRO MRO



Expanded Offerings and Next-Day Delivery

Access to more products with next-day delivery directly to the customer



Save Time on Orders

No need to contact multiple stores to fulfill customer orders



Credit for the Sale

Get credit for PRO MRO sales for you and the store



Improve the Pro Experience

Order job-lot quantities easier and faster through Quote Center

NEW HIRES

BILLY LOFLAND - Lumber

DAMON MONTFORD - Floor and Wall

MARC McGUINN - Hardware

ANNIVERSARIES

08/01	STACY M. <i>Receiving Supervisor</i>	6 yrs
08/13	BREANNE S. <i>Freight Team Associate</i>	1 yr

BIRTHDAYS

08/01	TABITHA R. <i>Customer Service Associate</i>
08/02	SAM C. <i>Tool Rental Service Technician</i>
08/03	TODD M. <i>PRO Department Supervisor</i>
08/04	MATT B. <i>Freight Team Associate</i>
08/04	PETE M. <i>Garden Sales Associate</i>
08/06	CYNTHIA H. <i>Kitchen and Bath Designer</i>
08/06	JOHN G. <i>Electrical/Lighting Sales Associate</i>
08/06	KATHRYN B. <i>Cashier/Refunds</i>
08/09	ABBEY C. <i>Millwork Sales Specialist</i>
08/11	JORDAN O. <i>Customer Service Associate</i>
08/13	BRANDON D. <i>Tool Rental Department Supervisor</i>
08/13	DALE K. <i>Freight Team Associate</i>
08/13	LORIE B. <i>Garden Sales Associate</i>
08/14	KATHY F. <i>Customer Order Specialist</i>
08/19	SHERRIE H. <i>Garden Sales Associate</i>
08/23	HERSCHEL S. <i>Cashier</i>
08/25	ERIK B. <i>Hardware Department Supervisor</i>
08/28	CASSIDY A. <i>Cashier</i>

Sunday, September 17 6am-8am

8460 SUCCESS SHARING MEETING



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