



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. 8 | **October 2017**

Thanks for Shopping



John Buxton
Front End Supervisor



More saving.
More doing.™

8900 NW SKYVIEW AVENUE
KANSAS CITY, MO 64154 (816) 741-2580

- CASSIDY ADAMS
- SUSIE ALMARAZ
- PAULA ANDRES
- WYNNSDAY BEINGESSNER
- AMIT BERRY
- BRANDEE BLANTON
- CONNOR BOWLEY
- AUTUMN BOYLE
- KATHRYN BRACALE
- JOHN BUXTON
- JAKE CHASE
- LISA DANIELS
- ELAINE GOWER
- KEVIN GRIESE
- ALISON HATFIELD
- ANDREI HERMAN
- SHEA HILL
- HANNAH LONG
- JUANA MENDEZ
- JACOB MURPHY
- JANICE OLIVIERO
- ALVARO REYES
- TABITHA RICH
- HERSCHEL SAMPSON
- JOSH SEIFERT
- BRIAN SHATTUCK
- MARIBEL SOLANO
- CHRIS SPRY
- BEN TAYLOR
- REBEKAH TURLEY
- PAM WHITE



www.homedepot.com/survey

User ID:
180125 171722

password:
171665

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DS SPOTLIGHT

Nate Glenn / Lumber & Building Materials DS



Before working for THD, Nate worked for the Army for twenty-five years, four months, and one day. He describes his management style as a focus on taking care of his associates, so they can take care of the customers. With this method, everything else will take care of itself. While he loves working in Lumber/Building Materials, he wouldn't mind learning Millwork. He would never want to be a cashier because he likes to stay active. Nate's favorite holiday is Christmas, and he mostly enjoys the time he gets to spend with family. Even though money is no object, he would still

like to spend his days working in the Lumber department at Home Depot. If he had a pet dragon, he'd name him Ranger, and Nate has the utmost confidence that Rob would beat Branden in an arm wrestling match. Nate's advice to new associates is to complete their training before they hit the floor because it's much too difficult to take the time to go back and finish it. ■



Lorie Burnett, D28

Q How long have you been with the company and what was your first position?

A 3 years, 7 months.

Q What did you do before HD?

A Still work as a Head Cook at an elementary school. It makes my day when I see the smiles on the kids faces when they come to eat lunch.

Q What department in the store would you love to work in?

A Actually, I'm content working in the garden department.

Q What's your favorite holiday?

A Christmas.

Q What's your favorite holiday tradition?

A Putting up a tree and spending time with family.

Q If money were no object, how would you spend your days?

A I love the ocean. I would travel to a sunny beach.

Q If you had a pet dragon, what would you name it?

A Puff, (the magic dragon). Ha Ha.

Q Do you have any pets? What kind?

A Yes, I have a sweet little Shih Tzu. Her name is Princess, she will be 15 years old on Halloween.

Q Who do you think would win an arm wrestling match: Rob or Branden?

A Branden.

Q Is there anything you'd like to see us do differently at 8460?

A I personally think we need a loader on duty in the evening.

Q What advice do you have for new associates?

A Come to work on time. Ask plenty of questions, no question is a wrong question. Have a smile on your face when helping customers.

A Helping Hand for

HURRICANE HARVEY RELIEF



A few weeks ago, Rhonda and a few other DS's in the district went down to help out in stores that had been effected by Hurricane Harvey. While she was there, she worked over 80 hours in five days with 14 hours of travel each way. That store did over five million dollars in a week.

ASSOCIATES OF THE MONTH · SEPTEMBER 2017

DS



Stacy Mackley

SALES



John Pyle

OPS



Cameron Shilko

FREIGHT



Andrew Duncan

CASHIER



Paula Andres

RECOVERY CHAMP



Cassidy Adams



Frank Bingham, D31

- Q How long have you been with the company and what was your first position?**
- A** 6 years, started in Tool Rental.
- Q What did you do before HD?**
- A** Had my own company for 20 years, taught at Vatterott school for 2 years, sold electrical supplies for 10 years and delivered pop in KC for 5 years.
- Q What department in the store would you love to work in?**
- A** I would like to try Kitchen and Bath.
- Q What position in the store would you never want to work?**
- A** Lumber.
- Q What's your favorite holiday?**
- A** Thanksgiving.
- Q What's your favorite holiday tradition?**
- A** Food. All kinds of food and being with family.
- Q If money were no object, how would you spend your days?**
- A** Traveling to see folks all over the US.
- Q If you had a pet dragon, what would you name it?**
- A** Sterno.
- Q Do you have any pets? What kind?**
- A** Shih Tzu
- Q Who do you think would win an arm wrestling match: Rob or Branden?**
- A** With his weight, Rob, hands down.
- Q Is there anything you'd like to see us do differently at 8460?**
- A** Very friendly place.
- Q What advice do you have for new associates?**
- A** Pay attention, keep your work schedule and if you want advancement, volunteer for everything.



Courtney Johnson, D31/94

- Q What did you do before HD?**
- A** I was a supply specialist in the Army.
- Q What department in the store would you love to work in?**
- A** I really like being a puller and working at the Service Desk.
- Q What position in the store would you never want to work?**
- A** Probably Paint.
- Q What's your favorite holiday?**
- A** Halloween!
- Q What's your favorite holiday tradition?**
- A** A Christmas tradition we have in our family is only receiving one gift. We really like to focus on Jesus Christ because He's the real reason for the season.
- Q If money were no object, how would you spend your days?**
- A** I'd definitely go to the lake or beach more often.
- Q If you had a pet dragon, what would you name it?**
- A** Winnie - like Winnie the Pooh.
- Q Who do you think would win an arm wrestling match: Rob or Branden?**
- A** *silence* Rob.
- Q Is there anything you'd like to see us do differently at 8460?**
- A** No. You guys seem to have got it down.
- Q What advice do you have for new associates?**
- A** Stay positive - very positive! It makes it easier and just no gossiping.



Customer Feedback:



Damon was an amazing help. He helped me find the kitchen and bathroom faucets plus a plug for the additional hole in the sink. He carried my boxes for me and walked me to the registers. He went out of his way to make sure I found what I needed and I really appreciated that.



Customer Feedback:



Bill, at the entrance of the store, was as friendly as it gets. He even helped me locate a specific product I was looking for.



Customer Feedback:



Diane price matched an item for me so I didn't have to go to Lowe's. She was very positive and friendly during my interaction with her.



Customer Feedback:



The young lady Autumn was really helpful at the checkout.



Customer Feedback:



The hardware associate Alex, and the cashier Christopher were both very helpful and polite.



Customer Feedback:



Joy, at the checkout, was incredibly friendly and helpful.

The holiday season is quickly approaching. No Black Friday items or specials can be held for customers or associates until they have been purchased.



“

Customer Feedback:



Had excellent help from Todd in the lumber area.

”

“

Customer Feedback:



Pam was very professional in helping us find the lawnmower we wanted to purchase. Pam went out of her way to see that we got the lawnmower we were shopping for and went out of her way to help us.

”

“

Customer Feedback:



So good to see Jerry is still with Home Depot. He helped me with getting my purchases into my trunk. Also a young man named Chris, helped me find my nails and drain pans. Two excellent employees and I look forward to seeing them again. Jerry remembers me by my name and also how I like my trunk loaded. Just a wonderful experience !!

”

Tuesday, October 31



Winner receives a \$25. THDGear Gift Certificate.

All Halloween costumes MUST be within the company's dress code policy.

LEADS Contest FOR HOMER BADGES



If **YOU** work in these departments: 23, 59, 29, 85, 70, 30, 31, 42, 26 and **YOU** individually get:

5 LEADS IN A MONTH = 1 HOMER

If **YOU** work in these departments: 21, 22, 24, 25, 27, 28, 38, and **YOU** individually get:

2 LEADS IN A MONTH = 1 HOMER

NEW HIRES

JOSE BARRALAGA - Freight
MARCY HAY - Service Desk
MICHAEL HEWITT - Freight
NATE GLENN - Lumber DS
NIA PEARSON - Freight
PAUL RUSSELL - Millwork
TAKEYIA TAYLOR - Back Office
TOM BRESHEARS - PRO Desk

ANNIVERSARIES

10/01	CHRIS C. Freight Team Associate	2 yrs
10/01	RAY D. Lumber Sales Associate	3 yrs
10/04	MARK M. Wall & Floor Sales Associate	1 yr
10/10	ELAINE W. Service Dept Supervisor	5 yrs
10/11	STEVE R. Lumber Sales Associate	6 yrs
10/12	KATHERYN B. Cashier	1 yr
10/18	JEROD S. Paint Associate	5 yrs
10/21	MATT B. Freight Team Associate	1 yr

BIRTHDAYS

10/03	COURTNEY J. Service Desk Associate
10/07	THOMAS S. Freight Team Associate
10/11	ALYSSA S. Plumbing Sales Associate
10/12	DAMON M. Wall & Floor Sales Specialist
10/16	ISAIAH D. Freight Team Associate
10/18	BROCK B. Kitchen & Bath Designer
10/22	MICHAEL H. Freight Team Associate
10/23	AMIT B. Cashier
10/27	JOHN B. Front End Supervisor
10/27	PAM W. Head Cashier



This monthly newsletter is produced for the Home Depot store #8460 by the VOA (Voice of the Associates) committee. Copy Editors: Elaine Williams and Sonja Nissley. Graphic Design: Jerry Kanabel.