



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**.



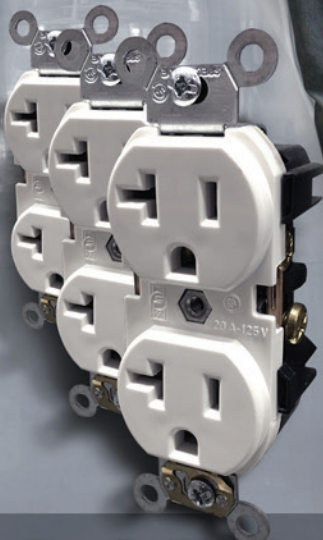
RANGE PEEL

Monthly Newsletter for The Home Depot
Store # 8460 • Tiffany Springs
Store Manager: Robert Large

Vol. 4, No. 2 | February 2018



Elton • Jerry • John • Rhonda



ELECTRICAL / LIGHTING

ASSOCIATES OF THE MONTH

★★★★ January 2017 ★★★★★

DS



Erik Brumbaugh

SALES



Cynthia Horseman

OPS



Ron Malone

FREIGHT



Edward Martinez

CASHIER



Leyton Patterson

RECOVERY CHAMP



Juana Mendez



THE HOMER FUND

The Home Depot's network of nearly 400,000 associates has each other's back in times of need. The Homer Fund, a nonprofit charity, seeks to make a positive impact in associates' lives by assisting in many need-based situations, such as providing shelter after a disaster or helping with the cost of burying a loved one. Since its creation in 1999, the Fund has given more than \$145 million in assistance to 117,000 associates in need, and more than \$1.4 million is awarded to associates facing unforeseen emergencies on a monthly basis.



Please donate **\$1/per paycheck** to the **Homer Fund**. After taxes and deductions, it would be a change of approximately **21 cents** less in your paycheck or **\$5.46** in a years time. The company matches your donation **2 for 1**. If you cannot do a paycheck deduction, please make a one-time donation, of as little as a **\$1**. to Homer Fund Captain, **JOHN BUXTON**.




Takeya Taylor, D91

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

A *As of February 18th, it will be 5 months. My first and only position is Back Office D91.*

Q What did you do before THD?

A *Currently still employed at Synchrony Bank, working in their back office.*

Q What's a hobby you enjoy?

A *I enjoy fixing things (e.g. car or computer).*

Q Do you have pets? What kind?

A *At this time, I do not have any pets. I used to own two rottweilers, whom are both deceased now.*

Q What's the best part about your position?

A *Working with numbers; math is one of my favorite subjects.*

Q What's one thing you would change about your position?

A *Not a thing, I love it!*

Q What's one thing you were surprised about at THD?

A *How nice and welcoming everyone is, THD is like one big happy family.*

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

A *First and foremost, I'd pay off my student loans, other debts and invest.*

Q What's one thing you wish you would have known when you first started?

A *Where all the products are located to be of better assistance to our customers.*

Q Do you have any advice for new associates?

A *If you need help, don't be afraid to ask. Everyone is willing to help.*



Lisa Daniels, D90

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

A *I started in September 2015. I have been a cashier since day one.*

Q What did you do before THD?

A *My full-time job is in banking. I have been with my current bank 9 years.*

Q What's a hobby you enjoy?

A *I love visiting the beach, long walks and planting flowers in the spring. Relaxation at it's best!*

Q Do you have pets? What kind?

A *Yes, Nahla is a morkie (maltese and yorkie mix). She is 10 and so protective. She loves lettuce (straight out of the bag) and bananas.*

Q What's the best part about your position?

A *Returning customers that you see weekly. The best part is the great friendships I have made. I honestly look forward to seeing my friends and seeing how they are doing.*

Q What's one thing you would change about your position?

A *I wish our computers had the HD website installed on them. It would be more efficient than using our personal phones.*

Q What's one thing you were surprised about at THD?

A *Success Sharing.*

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

A *I'd start by paying off my house and car, also my kid's houses and then invest the rest so I could enjoy retirement.*

Q Do you have any advice for new associates?

A *Be friendly. It's amazing how a sincere, "How are you doing today?" will make a huge difference in the transaction.*



Tyler Willoughby, D21/D22

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

A *I started just over three months ago as the Lumber Recovery associate.*

Q What did you do before THD?

A *Immediately prior I worked with after school camps and programs and with kids in foster care. But, before that, I worked in landscaping.*

Q What's a hobby you enjoy?

A *Audio engineering at church.*

Q Do you have pets? What kind?

A *Umm...my wife has a cat.*

Q What's the best part about your position?

A *I enjoy the puzzle of it all.*

Q What's one thing you would change about your position?

A *The hours! It would be great if there were daytime hours.*

Q What's one thing you were surprised about at THD?

A *I never realized that snow blowers get sold year round.*

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

A *I'd start by paying off some debt.*

Q What's one thing you wish you would have known when you first started?

A *How important gloves are! They are so important.*

Q Do you have any advice for new associates?

A *Just be safe. Wear gloves and boots.*



Be caution of sales with multiple high-value gift cards, multiple visits to purchase similar product and observe behavior. Customer may be nervous or over talkative to distract the cashier. And, remember, gift cards cannot be purchased with store credit.



Upcoming Workshops

Do-It-Herself

THURSDAY **Spice Rack**
2/15 6:30 PM - 8:00 PM

Do-It-Yourself

SATURDAY **Paint Trends & Tips**
2/17 10:00 AM - 11:30 AM

Do-It-Yourself

SATURDAY **Installing Wall Tile**
2/24 10:00 AM - 11:30 AM

Kids Workshop

SATURDAY **Periscope**
3/3 9:00 AM - 12:00 PM





SUNDAY
March 18

6:00am - 8:00am

SUCCESS SHARING

All Store Meeting ■ Golden Corral



■ The Success Sharing payout is March 20 via direct deposit.

NEW HIRES

AARON SCHANK - Lot
BRANDON SHELBY - Freight
COURTNEY JOHNSON - Paint
JOHNNY RABELER - Lumber
LISA ANDERSON-CAREY - Garden
NOAH KIDD - Lot
ROBERT SMITH - Service Desk

ANNIVERSARIES

02/02	HERSCHEL S. Cashier	5 yrs
02/02	RHONDA J. Electrical / Lighting DS	12 yrs
02/03	CONNOR B. Cashier	1 yr
02/03	JOHN B. Plumbing Dept Supervisor	17 yrs
02/14	BEN T. Cashier	1 yr
02/23	CHRIS G. Lumber Dept Supervisor	2 yrs
02/23	CHRIS S. Cashier	1 yr
02/25	JERRY K. Lot Associate	3 yrs
02/27	PETE M. Garden Associate	4 yrs



Customer Feedback:



Jacob was **OUTSTANDING** at knowledge of where products were in the store.



Customer Feedback:



The Cashier Juana walked over and helped me load my cart, then made me feel like I was the only customer in the store. Very nice. Thank you!



Customer Feedback:



The employee was Norma. She helped me open a new credit card account with Home Depot. My husband has had an account with Home Depot for quite a while but it will be convenient for me to buy items also. She also offered to help check us out so we received proper promotions. Definitely **ABOVE** and **BEYOND**.



Customer Feedback:

I LOVE Home Depot!



Customer Feedback:



Everybody was very pleasant and Leyton was very nice.



BIRTHDAYS

02/04	JANICE O. Cashier / Garden Associate
02/04	WYNSDAY B. Cashier
02/05	EDWARD M. Freight Team Associate
02/07	ROGER B. Customer Service Greeter
02/09	CAREY R. Customer Service Specialist
02/10	HUGO B. Freight Team Supervisor
02/11	DIANE P. Customer Service Associate
02/14	JERRY M. Electrical / Lighting Associate
02/15	AUTUMN B. Head Cashier
02/24	ALVARO R. Cashier
02/26	BREANNE S. Freight Team Associate

