



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. 5 | May 2018



GARDEN





Show your appreciation and honor another fellow associate, department supervisor or manager by filling out a BRAVO card and posting it on the wall in the breakroom.



8460
TEAMWORK



Rob Smith, D31

- Q** How long have you been with THD and what was your first position?
- A** 3 months, Customer Service Desk.
- Q** If you could have any position in the store, what would it be?
- A** Paint associate.
- Q** What department would you never want to work in?
- A** Lumber.
- Q** What did you do before working at THD?
- A** International Trade Compliance.
- Q** What's a hobby that you enjoy?
- A** Hiking.
- Q** What's a meal you can eat over and over again?
- A** Spaghetti and Meatballs.
- Q** What's your favorite part of working for THD?
- A** The people, both customers and fellow associates.
- Q** If there was one thing you could change about 8460, or THD in general, what would it be?
- A** Combine returns with sales in one transaction.
- Q** What's your advice to new associates?
- A** Relax and enjoy.



ASSOCIATES OF THE MONTH – April 2018



John Buxton



Lisa Anderson-Carey



Bill Pearce



BJ Simer



Herschel Sampson



Juana Mendez



Courtney Johnson, D24

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

A 3 months now, just hitting my 90 days and I am a Paint sales associate.

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

A Well I rather enjoy paint. I think I found a great fit in this department. I did take the little quiz on myTHDR and it said I was a really good fit as scheduler (what Sonja does).

Q What department would you never want to work in?

A Kitchen and Bath.

Q What did you do before working at THD?

A Before I worked here, I was a clerk at the Parkville License office.

Q What's a hobby that you enjoy?

A A hobby that I enjoy along with my fiancé is coloring and puzzles.

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

A Pizza.

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

A The people, both associates and customers. I always love when a customer is relieved and satisfied after their experience with me in the paint department.

Q If there was one thing you could change about 8460, or THD in general, what would it be?

A A tour should be given your first day on the job. I know you get one during orientation, but I did mine at a different store and we have a completely different layout.

Q What's your advice to new associates?

A Never be afraid to ask questions. Yes, sometimes people get irritable when it's busy, but if you don't know, ask. Everyone is nice, but we are all human :)



Travis Hammett, D96

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

A Oh about 100 days or so. First position, Pro Loader, and current.

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

A Cashier, Pro Loader and Plumbing.

Q What department would you never want to work in?

A I would work all departments, but if I have to pick one I would not want to work in, it would be Decor.

Q What did you do before working at THD?

A I worked for a small security company here in KC. Also a carpenter by trade.

Q What's a hobby that you enjoy?

A Fishing, long drives, flying, golfing and recreation.

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

A BBQ Ribs, shrimp, hamburger and hot dogs.

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

A All the associates that continue to work as a team and helping all the customers.

Q If there was one thing you could change about 8460, or THD in general, what would it be?

A Nothing at this time.

Q What's your advice to new associates?

A If you are not sure about something, ask me or any other associate.



Customer Feedback:

Erica and Dennis were great help and did everything perfectly. Dennis found the perfect door for my needs and Erica was very nice and professional during check-out.



Customer Feedback:

Vikki was very pleasant and helpful in our shopping experience.



Customer Feedback:

We had exceptional service from Jim in flooring. It is uncommon to find someone who knows as much as he does in his department.



Customer Feedback:

Juana always asks how my day is going and is very friendly. She goes above and beyond to make sure I'm happy.



Customer Feedback:

Leyton was the cashier/checkout in the garden department and was very pleasant and friendly.



Follow us on Twitter

Tiffany Springs @8460THD





NEW HIRES



AARON CAW - Packout Team
DENNIS PADILLA - Pro Sales
JASON YOUNG - Floor & Wall
ROBERT BOSCH - Floor & Wall
SPENCER BUSCH - Deliveries



Customer Feedback:

Pete did a great job. Spent time with me and listened as opposed to pitching. There were flowers all through the aisles due to the cold weather, but he still found the things I needed. A lawnmower and he also helped me do the math on the 1:50 gas/oil mix so I learned it was a very simple process I could do myself.



BIRTHDAYS

05/01	GRANT V. Tool Rental Sales Associate
05/02	JACKIE F. Customer Service Associate
05/06	DENNIS A. Pro Associate
05/07	BEN T. Garden Department Supervisor
05/10	LYLE P. Plumbing Sales Associate
05/13	BRIAN S. Head Cashier
05/15	CONNOR B. Cashier
05/21	STACY M. Receiving Supervisor
05/27	NORIA G. Tool Rental Sales Associate

ANNIVERSARIES

05/03	JOHN G. Electrical/Lighting Associate	5 yrs
05/10	ISAIAH D. Freight Team Associate	1 yr
05/12	JACKIE F. Customer Service Associate	10 yrs
05/13	JUANA M. Pro Cashier	4 yrs
05/13	TODD M. Pro Department Supervisor	27 yrs
05/14	SHERRIE H. Garden Sales Associate	4 yrs
05/18	JAMIE S. Kitchen & Bath DS	6 yrs
05/19	SONNY S. Plumbing Sales Associate	10 yrs
05/28	RON M. Receiving Associate	4 yrs
05/30	WYNNSDAY B. Decor Sales Associate	1 yr



Lead-to-Sale

FOLLOW A LEAD FROM START-TO-SALE

★ Tiffany Springs ★ Kansas City, MO ★
Store # 8460



67% of leads come from stores



A lead is **50%** more likely to become a sale if a **calendar appointment** is scheduled at the same time.

Customer Feedback:



Cynthia worked with us on three occasions to design a kitchen remodel, including custom cabinetry and counter tops. She answered questions by email promptly which enhanced our project, kept us from making any uninformed decisions and shared her extensive knowledge of the product line.



Confirmed appointments are

85%

more likely to result in an **in-home demo**



When a demo is given, **27%** will **close a sale**

Customer Feedback:



John in plumbing helped us way beyond what he was required, but it meant so very much to us.



10 in-store leads = **4** demos = **1** sale

Questions? See **SASM Michele Nelson** for more details.



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. Content Proofing: Elaine Williams, Sonja Nissley and Teresa Whitworth.