



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. 8 | August 2018



WELCOME TO THE HOME DEPOT

CUSTOMER SERVICE GREETERS: Roger Burnett ■ Frank Bingham ■ Bill Pearce



RONALD McDONALD
HOUSE CHARITIES
KANSAS CITY



TEAMDEPOT
STORE #8460



Michele Nelson

Demetria Roe

Dennis Padilla



Larry Alderson, D30

- Q How long have you been with THD and what was your first position?**
- A** Five months. Millwork associate.
- Q If you could have any position in the store, what would it be?**
- A** Flooring or Kitchen & Bath. I enjoy developing the special orders/designs in millwork and believe these two areas would be similar.
- Q What department would you never want to work in?**
- A** Freight. It's more the hours than the work they perform.
- Q What did you do before working at THD?**
- A** Management Consulting - System Review and Implementation and Operation (plant) Review and Improvement.
- Q What's a hobby that you enjoy?**
- A** Golf and reading. I also like trying out new and different restaurants.
- Q What's a meal you can eat over and over again?**
- A** Mexican - Tacos and Enchiladas.
- Q What's your favorite part of working for THD?**
- A** I enjoy the daily contact with both the THD associates and our customers. Every day is a new adventure.
- Q If there was one thing you could change about 8460, or THD in general, what would it be?**
- A** Provide advance notice to associates regarding special order promos and which product lines are included.
- Q What's your advice to new associates?**
- A** When you are helping a customer, don't be afraid to admit you don't know the answer to their question. Then find someone who can provide that answer.



ASSOCIATES OF THE MONTH – July 2018



Jamie Salsberry



Cynthia Horseman



Ron Malone



Scott McBride



Lisa Daniels



Erica Rodriguez



COMING SOON



Justin Ray



Dennis Padilla, D42

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

A I have been with THD for three months. My first, and current position, is Pro Sales Associate.

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

A The one I'm in or garden.

Q What department would you never want to work in?

A I wouldn't want to work in Millwork or freight. I don't like the overnight positions or all the tedious work with Millwork.

Q What did you do before working at THD?

A I was a horticulturist for the Kansas City Zoo. Working on everything from the grass to propagating new plant life, to even how the green life works with animals.

Q What's a hobby that you enjoy?

A The outdoors, cooking and finding new music.

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

A Chicken wings or chicken and waffles. I could eat those to my hearts content.

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

A The comradery. At least from my stand point.

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

A The turnover rate on employees. Newer employees or younger ones leaving unexpectedly and leaving a lot of people in a tough position.

Q What's your advice to new associates?

A Come in here with confidence that you won't fail. That Home Depot has your back. Learn from this new position you're in. Plus just know everyone has the best intention for you.



Customer Feedback:

Great customer service from Rick. He helped me with a rental problem I had. Fast and friendly.



Customer Feedback:

Pete (as usual - as he always does, was a huge help in my selecting the right Yard tool(s) for the (job) and Teresa for both product assistance (her very professional attitude and patience helping me understand what I needed) and checkout. Her pleasant personality was an added bonus. To sum it up - Great Staff and guaranteed return customer.



Customer Feedback:

Juana (the pro cashier) was very warm and really cared when she asked how I was doing. It made my whole day! Will definitely come through her line again.



Customer Feedback:

John Buxton is a superb Home Depot employee. He goes far beyond to help with our needs and questions. We both are very impressed with his willingness to help and his care of customers. Thank you John!



Customer Feedback:

Robert was very helpful in our decision to purchase a refrigerator. He was knowledgeable, but not pushy. He gave us time to look at the options and then was available to answer questions and finish the purchase process.



Customer Feedback:

It is because of Cynthia Horseman, 19+ year clerk in the kitchen department. She really knows what she's talking about and helped sort out our confusion over granite vs. quartz counter tops. She has so much experience and we trust her completely. She also sold us a sink and faucet. She set up the measure and installation quickly and efficiently. Please give her another award, as she is a definite asset to The Home Depot.



Customer Feedback:

Connor helped immensely on getting some price checks for me.



Customer Feedback:

The flooring specialist who helped us, Damon, was amazing. He went line-by-line explaining the costs of labor and materials with us, helped us pick out the best flooring for our needs and was extremely professional and polite. He needs a raise and/or promotion. I'm in sales as well and I truly believe that salespeople are the hardest workers but aren't paid enough for everything they do to help the customers. Our experience was amazing all because of Damon.



Wilma Burnett receives 10th Anniversary certificate from OASM Teresa Whitworth pictured here along with Sonja Nissley.



ANNIVERSARIES

08/01	STACY M. <i>Receiving Supervisor</i>	7 yrs
08/13	BREANNE S. <i>Freight Team Associate</i>	2 yrs
08/21	RICHARD R. <i>Freight Team Associate</i>	1 yr



BIRTHDAYS

08/01	TABITHA R. <i>Office Associate</i>
08/02	SAM C. <i>Tool Rental Service Technician</i>
08/03	TODD M. <i>Pro Department Supervisor</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</i>
08/11	JORDAN O. <i>Customer Service Associate</i>
08/12	JIM J. <i>Millwork Sales Specialist</i>
08/13	BRANDON D. <i>Tool Rental Department Supervisor</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>



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