



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. 9 | September 2018



## 8460 HARDWARE

# AVENGERS

MARC ⊕ ALEX ⊕ ERIK ⊕ NADINE ⊕ RANDY







# ASSOCIATES OF THE MONTH – August 2018



Rhonda Jurgensen



Alex Gallagher



Josh Kucinick



Tyler Willoughby



Juana Mendez



Lisa Daniels



Lorie Burnett



Justin Ray



Julissa Rapalo, MET

- Q** How long have you been with THD and what was your first position?
- A** Over 3 years. I started as a Pro Cashier at store 2201.
- Q** If you could have any position in the store, what would it be?
- A** The one I have right now. Customers can be really rude sometimes, but I don't have to deal with that anymore.
- Q** What department would you never want to work in?
- A** Lumber. I saw many people leaving and I heard reasons why, so I never see myself working in that department.
- Q** What did you do before working at THD?
- A** Worked in clothing/retail store while going to school.
- Q** What's a hobby that you enjoy?
- A** Cooking, working out and eating, I am hungry all the time.
- Q** What's a meal you can eat over and over again?
- A** Chicken; fried, grilled, any kind. I am a picky eater so chicken is always good and safe. I also love cookies.
- Q** What's your favorite part of working for THD?
- A** With MET everyday is different. I love to do a little bit of everything. Some days are tough, but others are super okay, like when everything goes according to plan.
- Q** If there was one thing you could change about 8460, or THD in general, what would it be?
- A** MET team phones. We don't make phone calls and it's hard to find someone because they don't schedule enough people sometimes.
- Q** What's your advice to new associates?
- A** Be nice to everyone. Always smile. That's one thing I'm working on.

## FIGHT THE FLU FOR FREE IN 2018!

Sept. 1 - Oct. 31

**Wash hands frequently**

**Cover mouth and nose**

**Avoid touching eyes, nose & mouth**

**Get plenty of rest**

**Flu vaccine**

**Physically active**

FREE Flu Vaccine Certificates available in the breakroom

[livetheorangelife.com/flu](http://livetheorangelife.com/flu)





**Chris Spry, D31**

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

**A** *I have been with THD a year and a half and I started out as a cashier.*

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

**A** *My favorite position would be at the paint desk.*

**Q What department would you never want to work in?**

**A** *I would never want to work in hardware. I would get so confused with all the single screws.*

**Q What did you do before working at THD?**

**A** *I worked for "Toys R Us" as a Customer Service Rep.*

**Q What's a hobby that you enjoy?**

**A** *I love playing the violin, I've played for 10 years.*

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

**A** *I could definitely eat Orange Chicken all day, everyday.*

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

**A** *I love the people I work with and the management team is very nice and organized as well.*

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

**A** *I would allow THD employees to get an employee discount.*

**Q What's your advice to new associates?**

**A** *Do everything right the first time and have fun with your job. Also get a lot of customers signed up for credit accounts.*



**Customer Feedback:**

*Leyton was very friendly and helpful. He explained how we could benefit from signing up for Home Depot Credit and helped us through the process in a quick, professional manner. He made our shopping experience a pleasure. Leyton was an exceptional clerk, who was informative and helpful. He was friendly and courteous, making both my husband and I comment about his outstanding service when we left the store.*



**Customer Feedback:**

*Took a workshop from Brandon, he did a great job leading the building workshop and was very helpful in assisting us to complete our project. Bought some materials afterwards and had no trouble finding what I needed.*



**Customer Feedback:**

*Juana makes me feel special every time I come into the store. She remembers my name, my job, what I do for living. She is always fast with check out even if I have lots of supplies. She always has a smile on her face and her sparkling personality is a comfort especially on a bad day. Juana makes checking out a pleasure more than a daily chore.*



**Customer Feedback:**

*I was helped in the tool rental department by Bill. Bill has a unique sense of the meaning of customer service, something that in my opinion, is almost non existent in our economic environment today. He listened to my problem and put his knowledge to work to come up with what we hope is a solution. He is a tremendous asset to your store.*



**Customer Feedback:**

*I truly enjoyed my overall experience today and in the last few weeks. Norma and Josh helped me out with my returns and made it simple. Jerry K helped me unload my unused merchandise for return. He also helped me at the time of purchase and even assisted me by cutting my corner round so it would fit in my car. I also had my flooring laid yesterday and I was very pleased how the installer went over and beyond on several different items to make sure I was a satisfied customer, which I am. Very glad I chose to go with Home Depot. I also signed up for a ceiling fan workshop today. Elton showed me how to put together a fan and helped me understand the electrical part of it as well.*



**Customer Feedback:**

*I love the greeters at the front door.*



*Our ProLoader, Travis Hammett, was recognized for his outstanding loyalty and dedication to providing our Pro customers with great customer service. Pictured here with SASM, Michele Nelson and Pro DS, Todd Miller.*





## BIRTHDAYS

09/04	<b>JOSE N.</b> <i>Blinds/Wallpaper Sales Associate</i>
09/05	<b>MATT H.</b> <i>Garden DS / Key Carrier</i>
09/14	<b>STEVE R.</b> <i>Lumber Sales Associate</i>
09/16	<b>ROBERT B.</b> <i>Appliance Sales Associate</i>
09/20	<b>MATT V.</b> <i>Garden Sales Associate</i>
09/20	<b>SUSIE A.</b> <i>Cashier</i>
09/26	<b>MARK M.</b> <i>Blinds/Wallpaper Sales Associate</i>
09/28	<b>BILL S.</b> <i>Tool Rental Service Technician</i>



### Customer Feedback:

Marc assisted me in the hardware dept and went above and beyond any reasonable expectation. He was patient and extremely helpful with worn wheels on a creeper, and literally solved my problem for me. Pam was great at check out and again, helpful, polite, professional, but charming at the same time.



### Customer Feedback:

Friday morning I was looking for toilet repair when an employee asked me if I needed help. I told her that I am recently divorced and could not afford a plumber to fix my toilet. When we got to the repair parts she took the parts out of the box and showed me what to do. I really appreciated that she took time to walk me through what I would need to do and didn't just walk away. She gave me a card and said to call the store and ask for her if I needed help. Thank you Nadine.

## ANNIVERSARIES

09/03	<b>JOSH K.</b> <i>Customer Service Associate</i>	2 yrs
09/04	<b>MATT H.</b> <i>Garden DS / Key Carrier</i>	10 yrs
09/06	<b>JORDAN O.</b> <i>Customer Service Associate</i>	2 yrs
09/16	<b>LISA D.</b> <i>Cashier</i>	3 yrs
09/17	<b>CYNTHIA H.</b> <i>Kitchen &amp; Bath Designer</i>	15 yrs
09/17	<b>SHEA H.</b> <i>Cashier</i>	2 yrs
09/21	<b>BILL P.</b> <i>Customer Service Greeter</i>	2 yrs
09/23	<b>LYNDA W.</b> <i>Paint Sales Associate</i>	2 yrs
09/24	<b>ROGER B.</b> <i>Customer Service Greeter</i>	10 yrs
09/28	<b>RICHARD C.</b> <i>Freight Team Associate</i>	5 yrs

## CONGRATULATIONS



## NEW HIRES

<b>DEANNA MACE</b> – Cashier
<b>HOLLIE WAGNER</b> – Appliances
<b>JACOB MARRS</b> – Cashier
<b>LAINA BERRYMORE</b> – Cashier
<b>NANCY DIERKER</b> – Customer Order
<b>MARCOS TARELO</b> – Cashier
<b>PAUL REED</b> – Cashier
<b>RONIN GASPER</b> – Lot Associate



### Customer Feedback:

Jerry was on staff working the outside area, he came inside to help me and walked me to the area where the product I was looking for was stored. He helped me read the box, as I had left my glasses in the car and we were at the back of the store. Very helpful, very nice. Lisa Mc was at the self service aisle and took the time to investigate the properties of what I wanted to buy since I didn't have my glasses. She also walked me through the self checkout process.

### COMING EVENTS

**Success Share Celebration**  
Meetings Friday 9/14 through Sunday 9/16

**V.O.A. Survey**  
Sometime in October

