



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: Andrew Ormond

Vol. 5, No. 1 | January 2019



# FLOORING



**JAMIE**  
**JIM**  
**JOHN**  
**MARK**  
**PAM**  
**WYNNSDAY**

# ROW the BOAT



## Credit Drivers



**1ST**



**2ND**



**3RD**

## DISTRICT MTD CREDIT DRIVERS



**1ST**



**2ND**



**3RD**

## HOW WE ROW THE BOAT

- ✂ Just Ask tear pads
- ✂ The Soda Challenge
- ✂ Engagement (1 app per 100 transactions)



**June Mitchell, D31**

- Q** How long have you been with THD and what was your first position?  
**A** I have been with THD for 3 ½ years. since August of 2015. I started out as a cashier at store# 3011.
- Q** If you could have any position in the store, what would it be?  
**A** A full time greeter.
- Q** What department would you never want to work in?  
**A** I would never want to work in the garden department. I hate cold weather, winter time would be horrible for me.
- Q** What did you do before working at THD?  
**A** I worked for a company by the name of True Light Inc. It's an in-home health agency. I was there for 16 yrs and I worked at a nursing home in the evenings as housekeeping supervisor.
- Q** What's a hobby that you enjoy?  
**A** I love to sing, mainly Christian Rock. Any praise and worship music. Also power walking.
- Q** What's a meal you can eat over and over again?  
**A** Chinese, Shrimp Lo Mein.
- Q** What's your favorite part of working for THD?  
**A** The customers. Good or bad, I embrace all experiences that I come up against. It is truly a learning lesson for me. Not everyone can be pleased, no matter how hard you try.
- Q** If there was one thing you could change about 8460, or THD in general, what would it be?  
**A** Some of the staff's hearts. Also standing behind the programs that are offered for the associates. Following it through to the end.
- Q** What's your advice to new associates?  
**A** Learn as much as you can and as fast as you can. Always smile and say Hi to every customer. They are the reason you have a job.



## ASSOCIATES OF THE MONTH – December 2018



**DS**



**Erik Brumbaugh**

**SALES**



**Larry Alderson**

**OPS**



**Kathy Fithen**

**MET**



**Megan Cundy**

**CASHIER**



**Shea Hill**

**RECOVERY CHAMP**



**Kathryn Bracale**

**InFOCUS**



**Branden Damon**

**FREIGHT**



**Jeffrey Peterman**



**Jared Moore, D21/22**

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

**A** I've been at THD since May 2018. My first position was on the freight team

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

**A** I am actually pretty happy with the position I am in. If I were to try for something else, then I would do Lumber/Building Materials Supervisor.

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

**A** Tool Rental. I can't see myself enjoying sitting in Tool Rental unless my job was to also fix the tools.

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

**A** I was a Instrumentation and Controls Technical Instructor at a power plant in Upstate New York. Before that, a Nuclear Electronic Technican in the Navy.

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

**A** I used to do a lot of small woodworking projects up until I joined the Navy, then I got rid of alot of my tools. I am now saving to buy some new tools.

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

**A** Pizza from Angelo's Pizzeria in Delran, NJ.

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

**A** Helping people come up with solutions to whatever problem they are working on. I like the challenge.

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

**A** Limit the number of wing stacks per aisle to two. Having to move 4-5 wing stacks to be able to pull down a pallet of product, is a serious waste of time.

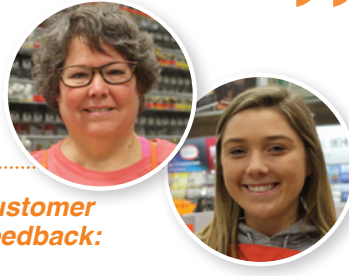
**Q What's your advice to new associates?**

**A** Walk the aisle. This will help you get to know where things are so you can better help customers.



**Customer Feedback:**

I needed help lifting boxes into my cart. A young man by the name of Eric helped me and I asked if he was an employee of the store and he said he was on the MET Team. I don't know what that means but he didn't hesitate to help me. Also the cashier, Laina, was very sweet and very helpful in getting me checked out. I really appreciated both these employees.



**Customer Feedback:**

We had stopped to ask someone if they could help us find the light bulbs we needed. She put down her things and spent time looking with us to find what we wanted. Her name was Lisa. The cashier, Deanna, was very nice. She had just gotten to her register and took me immediately. Made conversation with me and was bubbly. We then needed help getting the propane tank exchange, because the machine wasn't working and there comes Lisa once again. She was so very nice, always smiling. Great lady! Go Lisa!!



**Customer Feedback:**

Home Depot staff is always helpful and available. Chris from lumber was a lifesaver with my door order. After going in to get help previously, Chris spent time with me answering questions and basically completing my door order for when I am ready to have them installed.

**Customer Feedback:**

Chris from lumber department helped me thread a saddle valve into the attachment bracket. He was very friendly and helpful.



**Customer Feedback:**

I was really frustrated and needed help and asked the greeter Bill. Bill then engaged Matthew and it was a phenomenal experience. Matthew went out of his way to take care of what we needed. Kudos to Bill for the help and Matthew for the exceptional customer service.



**Customer Feedback:**

Every associate we encountered was friendly, ready and willing to help. Especially Alex, who helped us locate an item in the warehouse that we had seen on the sales floor the day earlier but had not purchased. Paul R. jumped right in to help Alex retrieve the item... and then Leyton the cashier helped us get checked out quickly and was so friendly. Then Alex and Paul helped us get loaded up. It was a visit free of frustration.

**Customer Feedback:**

We usually go to Lowe's but have been very disappointed lately, So we decided to visit your store. Wow... It was the best visit. We found someone almost every where we turned and always asking if we needed help. We will continue to come to your store! First off, the gentleman in the paint department was extremely helpful with stain. He offered a suggestion and said if it doesn't work out, please bring it back tomorrow, as I am working all day. Next, the cashier was super friendly at the register. She said you have a broken box and to save our receipt so we can bring it back if something isn't right. Finally, to the nice gentleman who saw us in the parking lot, asked if he could help us put the toilet in our car because I couldn't get it in the car with hubby.





## BIRTHDAYS

02/02	<b>DEREK B.</b> <i>Millwork Sales Specialist</i>
02/04	<b>JANICE O.</b> <i>Garden Sales Associate</i>
02/04	<b>WYNNSDAY B.</b> <i>Flooring &amp; Decor Associate</i>
02/07	<b>ROGER B.</b> <i>Customer Service Greeter</i>
02/10	<b>HUGO B.</b> <i>Freight Team Supervisor</i>
02/11	<b>DIANE P.</b> <i>Customer Service Associate</i>
02/13	<b>JUNE M.</b> <i>Customer Service Associate</i>
02/14	<b>JERRY M.</b> <i>Electrical/Lighting Sales Associate</i>
02/14	<b>MIKE B.</b> <i>Garden Sales Associate</i>
02/15	<b>KIRSTEN B.</b> <i>Cashier</i>
02/23	<b>JOHN J.</b> <i>Plumbing Sales Associate</i>



## ANNIVERSARIES

02/02	<b>HERSCHEL S.</b> <i>Cashier</i>	6 yrs
02/02	<b>RHONDA J</b> <i>Electrical/Lighting DS</i>	13 yrs
02/03	<b>JOHN B.</b> <i>Paint Department Supervisor</i>	18 yrs
02/05	<b>ROB S.</b> <i>Customer Service Associate</i>	1 yr
02/09	<b>LISA A.</b> <i>Millwork Sales Specialist</i>	1 yr
02/09	<b>MIKE B.</b> <i>Garden Sales Associate</i>	1 yr
02/11	<b>LYLE P.</b> <i>Plumbing Sales Associate</i>	5 yrs
02/13	<b>KALANI L.</b> <i>Cashier</i>	1 yr
02/16	<b>BJ S.</b> <i>Freight Team Associate</i>	1 yr
02/16	<b>MATTHEW H.</b> <i>Service Dept Lead</i>	1 yr
02/20	<b>KIRSTEN B.</b> <i>Cashier</i>	1 yr
02/23	<b>CHRIS G.</b> <i>Lumber Dept Supervisor</i>	3 yrs
02/23	<b>CHRIS S.</b> <i>Cashier</i>	2 yrs
02/25	<b>JERRY K.</b> <i>Lot Associate</i>	4 yrs
02/26	<b>JOHN J.</b> <i>Plumbing Sales Associate</i>	1 yr
02/27	<b>PETE M.</b> <i>Garden Sales Associate</i>	5 yrs

## NEW HIRES

<b>ALEX HOLSTED</b> – <i>Order Fulfillment</i>
<b>FAITH HUSTON</b> – <i>Cashier</i>
<b>JOE SMITH</b> – <i>Back Office Associate</i>
<b>KANYON HARDCASTLE</b> – <i>Cashier</i>



This monthly newsletter is produced for The Home Depot store #8460 by the VOA (Voice of the Associates) committee.  
 Editorial Contributions: Sonja Nissley. Graphic Design: Jerry Kanabel. Contributing photography: Andrew Ormond and Lisa Anderson-Carey.  
 Content Proofing: Sonja Nissley, Teresa Whitworth and Lisa McKenzie.