



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. 2 | February/March 2019



FREIGHT TEAM



ROW THE BOAT

MONTHLY CREDIT DRIVERS



1ST - Norma



2ND - Kanyon



3RD - Jacob / Juana



Kathryn Bracale, D90

- Q** How long have you been with THD and what was your first position?
A I have been here a little over two years and my first position was a cashier.
- Q** If you could have any position in the store, what would it be?
A Paint associate! I enjoy being in paint when I get to help out.

- Q** What department would you never want to work in?
A I would say lumber or garden. I don't know anything about flowers/plants and I wouldn't want to cut lumber.
- Q** What did you do before working at THD?
A I worked at JCPenney in the kids department. I worked there as my first job when I turned 16 and I worked there for almost 3 years.

- Q** What's a hobby that you enjoy?
A Definitely going to Sporting KC games with my friends!
- Q** What's a meal you can eat over and over again?
A My mom's chili with oyster crackers and cheese. She adds a bit of cinnamon to give a little sweet taste to it.

- Q** What's your favorite part of working for THD?
A THD is very flexible with my availability due to school and being able to take off work for the many trips I can go on.
- Q** If there was one thing you could change about 8460, or THD in general, what would it be?
A I wish THD went about credit differently.
- Q** What's your advice to new associates?
A My advice is to bond with the regulars. Seeing the same customers a lot, they can really make your day.



ASSOCIATES OF THE MONTH – January 2018



Undecided



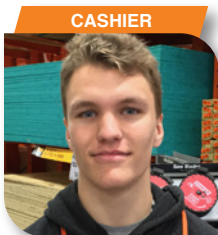
Eddie Alvarez



Diane Pierce



Undecided



Kalani Lindsay



Faith Huston



Undecided



Rob Olejniczak



ASSOCIATES OF THE MONTH – February 2018



Chris Griese



Nadine Odil



Jackie Friar



Scott McBride



Shea Hill



Kathryn Bracale



Undecided



Gabe Baker



Eric Patrick, MET

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

A *Close to 9 months and I've always been a MET associate.*

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

A *Pro cashier or Garden associate.*

Q What department would you never want to work in?

A *Lumber or Electrical.*

Q What did you do before working at THD?

A *I worked at a Mexican restaurant for 3 years.*

Q What's a hobby that you enjoy?

A *Going to concerts, hanging with friends and working on cars.*

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

A *I like seafood, so some grilled salmon and broccoli.*

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

A *The relaxed environment.*

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

A *THD in general and I really dislike the color orange, so I would change the company colors.*

Q What's your advice to new associates?

A *Don't be shy. Try to make friends with other associates to gain knowledge and kill time.*



Customer Feedback:

Juana always makes our day with her cheerful personality. We look forward to seeing her every time we shop there. She always remembers our dog whether we bring him in or not.



Thanks to all that participate in the Homer Fund automatic payroll deduction and everyone that contributed a one-time donation!



Customer Feedback:

Your store is so professional. Every single time I visit, I come away very, very happy. And it's all because of your employees. I needed help with loading some boxes into my cart and this employee came immediately over to help. Her name was Wynnsday and she absolutely was wonderful. She ended up checking me out also, and then she went out to the car with me and helped me get the boxes into my trunk. She is a super employee!!!



Customer Feedback:

I was looking for an antique bronze colored showerhead with a hose that I can use to rinse out my shower better. I did find one, but it was \$228! When Shea, the cashier, asked if I found everything I needed, I replied that I sort of found the showerhead I was looking for, but not the price I wanted. She was so kind and immediately suggested that there are many more options online. She also told me I could order it online and pick it up at the store if I wished, which is great, since I lived nearby.



Customer Feedback:

The guy that helped us named Eddie was the best. He was very professional. There was a problem and he fixed it and made sure we were taken care of. I heard him telling another employee he was going on break, but he ended up waiting to make sure we were satisfied with our visit. He even helped us load. Very nice guy. I will be asking for him anytime I come in and need assistance.



Customer Feedback:

Jared and Derek (Lumber & Millwork Dept) went above and beyond to help me find what I was looking for. Additionally, they helped me modify a hollow, metal curtain rod so that wooden dowels could be inserted into the rod to add support. They also helped me shorten (e.g. literally saw off) each of the two wooden dowels by 4 inches. IT WAS GREAT! I left Home Depot with a total solution to my problem - not just a "how-to" recommendation. These guys rocked it. I can't thank them enough.



Customer Feedback:

Chuck in lighting was very helpful. I was looking for a 12V halogen bulb, but could not find it. He looked through all the blister pack bulbs hanging on the rack, and finally found one behind similar bulbs that had not been put back correctly. He then helped me with 3 way LED bulbs, explaining the difference in the two options of daylight and bright. Great assistance.



Customer Feedback:

The cashier's name was Lisa M. She was cheerful, outgoing and engaging. It seemed to me she was genuinely happy to be there and appreciated me as a customer.

BIRTHDAYS

03/02	NIKETA Y. <i>Order Fulfillment Associate</i>
03/05	LISA M. <i>Front End Supervisor</i>
03/06	JACOB M. <i>Cashier</i>
03/08	CHRIS C. <i>Freight Team Associate</i>
03/20	SEAN R. <i>MASM</i>
03/22	LARRY A. <i>PRO Account Sales associate</i>
03/22	LISA D. <i>Cashier</i>
03/23	TRAVIS H. <i>PRO Lot Loader</i>
03/27	STEVEN K. <i>Freight Team Associate</i>
03/28	JERRY K. <i>Lot Associate</i>
03/31	ERICA R. <i>Cashier</i>
03/31	MARILYN M. <i>Office Associate</i>

NEW HIRES

CARA PURDY – <i>Cashier</i>
CATELYNN CARR – <i>Garden</i>
GARY FOX – <i>Back Office Associate</i>
JACOB WILCZEK – <i>Garden Recovery</i>
JIM COMER – <i>Tool Rental</i>
KEY'RON BULLOCK – <i>Receiving/Freight</i>
LYNN HORNBERG – <i>Garden</i>
KEITH DEHAAN – <i>Garden</i>
MARIAH ENGLE – <i>Cashier</i>
MIGUEL MAGAZU – <i>Freight</i>
STEVE JONES – <i>Freight</i>

ANNIVERSARIES

03/02	ERICA R. <i>Cashier</i>	3 yrs
03/04	EDWARD M. <i>Freight Team Associate</i>	2 yrs
03/04	SAM C. <i>Tool Rental Service Tech</i>	3 yrs
03/05	KORT M. <i>Lot Associate</i>	1 yr
03/06	LARRY A. <i>PRO Account Sales</i>	1 yr
03/07	LEORAH A. <i>Paint Sales Associate</i>	2 yrs
03/08	LORIE B. <i>Garden Sales Associate</i>	5 yrs
03/10	TOM N. <i>Garden Sales Associate</i>	5 yrs
03/15	PAM W. <i>Head Cashier</i>	20 yrs
02/17	EDDIE A. <i>Lumber Sales Associate</i>	1 yr
02/17	ELTON M. <i>Electrical/Lighting Associate</i>	8 yrs
02/17	FRANK B. <i>Customer Service Greeter</i>	8 yrs
03/17	MATT V. <i>Lumber Sales Associate</i>	1 yr
03/18	SONJA N. <i>Associate Support DS</i>	19 yrs
03/21	CHUCK W. <i>Plumbing Sales Associate</i>	7 yrs
03/22	SUSIE A. <i>Cashier</i>	20 yrs
03/23	JIM W. <i>Wall & Flooring Specialist</i>	6 yrs
03/27	JACOB C. <i>Garden Associate</i>	1 yr
03/30	JOHN P. <i>Millwork Sales Specialist</i>	7 yrs
03/30	BILL S. <i>Tool Rental Service Tech</i>	6 yrs

SUCCESS SHARING



Fri / March 22 Sat / March 23 Sun / March 24

★ ★ ★ FOOD ★ GAMES ★ PAYOUT ★ ★ ★

in FOCUS SAFETY MATTERS



WARM UP **FORM UP** **GEAR UP** **TEAM UP**



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