



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. 7 | **September 2019**



LUMBER

BUILDING MATERIALS



8460 Success Sharing

3 DAY EVENT

FRIDAY
SEPTEMBER
20

SATURDAY
SEPTEMBER
21

SUNDAY
SEPTEMBER
22

PAYOUTS WILL BE DEPOSITED ON FRIDAY, SEPT 20



Trinidy Goerke, FES

Q How long have you been with THD and what positions have you held?

A I've been with The Home Depot for about a year and a half. I've been a head cashier, Pro account sales associate and now Front End Supervisor.

Q What did you do before working at THD?

A Many things, but mainly worked construction. I was a youth minister, a substitute teacher and a sales rep.

Q What hobbies do you enjoy?

A I love to fish, do woodworking projects and hang out with my girls (I have four daughters)

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

A Steak and Potatoes.

Q If you could go anywhere for a vacation, where would you want to go?

A Australia or New Zealand.

Q Who has influenced you the most in life?

A My family. I grew up with a very close knit family. Spent tons of time on the lake or at the farm with my uncles, grandparents and cousins.

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

A The people. Meeting customers and helping them solve their issues. Also getting to know coworkers.

Q What's your advice to associates?

A Take advantage of the learning opportunities, whether that's classes or talking to more experienced workers. This company wants to help you grow.

DIAMOND HOMER AWARD - MICHELE NELSON



CONGRATULATIONS

Diamond Homers are given to associates that have reached the Platinum level five times by receiving 60 Homer badges.



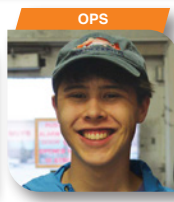
ASSOCIATES OF THE MONTH



Brandon Damon



Brad Keiser



Grant Verhulst



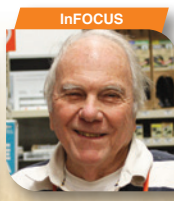
Norma Harris-Tavares



Shea Hill



Juana Mendez



Lyle Phillips



Megan Cundy



Miguel Magazu





Matthew Howerton, D31

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

A *I have been with THD for a year and a half. My first position was part-time cashier.*

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

A *I'd come for Cynthia's gig as a Kitchen and Bath Designer.*

Q What department would you never want to work in?

A *Garden. I can't stand being outside from more than 10 minutes.*

Q What did you do before working at THD?

A *I was a student and freelance performer. A temporary setback led me to needing a more consistent income.*

Q What's a hobby that you enjoy?

A *I am a drag queen! I go the whole 9 yards; hair, makeup, nails, body, costume and heels. Performing in drag is truly an art and a rush. Can pay really well too.*

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

A *If I'm not on my Keto diet, I could eat lamb curry or rice noddles forever.*

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

A *Working at THD's service desk makes time go by quickly, nearly all the time.*

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

A *Better engagement with customers by having more associates during peak hours. Our availability is being stretched thin. More people to help, the more happy customers and more likely to shop again responses.*

Q What's your advice to new associates?

A *The more rules and routines you learn, the more this store will ask of you. Keep that in mind when people introduce you to multiple departments.*

WORKSHOPS @ 8460



THANKFUL THURSDAY

AUGUST 2019



SHOWING APPRECIATION FOR EVERYTHING YOU DO.



★★★ RECOGNITION ★★★



Customer Feedback:



I came into the tool rental department, I met Rick. He spent time with me and answered all my questions and my concerns. He was very helpful, very friendly. He is BEST and has excellent knowledge of all the rental equipment. Great communication skills and abilities. Rick is the best sales support person I have ever met. Thank you so much Rick for all your help.

Customer Feedback:



I had the VERY BEST customer service, not only at any other home improvement store, but quite frankly at any store for well over the past year. Alex (from hardware) went so far above and beyond to help me. I absolutely want to give him a shout out. I am rarely impressed with retail employees, but truly, he was so great! I came in with a very rough idea of a Pinterest project. He not only helped me get the proper supplies but also made suggestions to better the project. I wish every retail employee was as awesome as him.

Customer Feedback:



Very professional and courteous service. Jackie was extremely helpful and matched the product price with that of the competitor.

Customer Feedback:



Juana at checkout was and is, always in a good mood and knows most peoples names. I told her she might not see me for a while as I'm finishing up on this job and she told me I can always come here and buy my materials before going the opposite direction from my house. That made me feel good, She is awesome.

Customer Feedback:



I've worked with Lisa to get a couple doors. She was easy to work with, very knowledgeable and offered me great advice.

Customer Feedback:



Brad provided valuable knowledge and specific experience regarding stone tiles for a fireplace wall. This included first-hand information about the product and installation approach. He also was able to suggest alternatives.

Customer Feedback:



Cynthia in countertops was excellent! She was personable, knowledgeable, efficient and was interested in doing her job, not just getting me done.

Customer Feedback:



Thank you Travis for the great service. Not only did Travis help me load the topsoil on the cart, He took us to the cashier and then loaded our vehicle.

Customer Feedback:



John in doors was knowledgeable, patient and helpful. The original we chose wouldn't fit our home. John went out of his way to help us find a different door that will fit and look good.

NEW HIRES

BRANDON SHELBY – Order Fulfillment
CARTER McKEEFERY – Cashier
KRISTIN JANSON – Cashier
MAZIE SADLER – Cashier
PATRICIA SUTTON – Order Fulfillment
VICTORIA SOSA – Cashier

BIRTHDAYS

09/05	ERIC W. Deliveries / Lot Associate
09/05	HECTOR R. Paint Sales Associate
09/05	MATTHEW H. Garden Department Supervisor
09/16	ROBERT B. Appliance Sales Associate
09/20	MATTHEW V. Millwork Sales Specialist
09/20	SUSIE A. Cashier
09/23	CULLIN R. Paint Sales Associate
09/26	MARK M. Blinds/Wallpaper Sales Associate
09/28	BILL S. Tool Rental Service Technician

ANNIVERSARIES

09/01	LAINA B. Cashier	1 yr
09/03	JOSH K. Customer Service Associate	3 yrs
09/04	MATT H. Garden Dept Supervisor	11 yrs
09/14	GABE B. Freight Team Associate	1 yr
09/16	LISA D. Cashier	4 yrs
09/17	CYNTHIA H. Kitchen/Bath Designer	16 yrs
09/17	SHEA H. Cashier	3 yrs
09/19	TREVOR M. Freight Team Associate	1 yr
09/23	LYNDA W. Paint Sales Associate	3 yrs
09/24	STEVEN K. Freight Team Associate	1 yr
09/28	RICHARD C. Freight Team Associate	6 yrs



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, Moose Danuser, Rhonda Jurgensen, Sonya Nissley and Trindy Goerke. Content Proofing: Sonja Nissley.

