



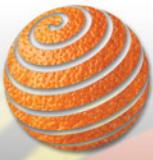
Sign customers up for **Leads and Measures** every chance you get!



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. 8 | **October 2019**

Returns

Order Pick Up
Customer Service

WHACK-A



CUSTOMER SERVICE CENTER



Roxanne Bicknell, D90

- Q** How long have you been with THD and what positions have you held?
- A** Seven years as a cashier.
- Q** If you could have any position in the store, what would it be?
- A** I would love to be a Store Manager.
- Q** What department would you never want to work in?
- A** Plumbing.
- Q** What did you do before working at THD?
- A** The Home Depot is my part-time job. I work as a Registered Dental Hygienist and have been licensed for 25 years.



- Q** What's a hobby that you enjoy?
- A** I love to read and travel.
- Q** What's a meal you can eat over and over again?
- A** So many... my Mom's Green Chile Chicken Enchiladas.
- Q** What's your favorite part of working for THD?
- A** I love the associates.
- Q** If there was one thing you could change about 8460, or THD in general, what would it be?
- A** I think each store should be able to staff their store according to how they see fit.
- Q** What's your advice to new associates?
- A** Smile a lot and do not hesitate to ask questions.

★★★ **ASSOCIATES OF THE MONTH** ★★★

AUGUST 2019

DS	SALES	OPS	SERVICE DESK
<i>Sonja Nissley</i>	<i>Conor Miller</i>	<i>Gary Fox</i>	<i>Jackie Friar</i>
CASHIER	RECOVERY CHAMP	InFOCUS	MET
<i>Cara Purdy</i>	<i>Juana Mendez</i>	<i>Lyle Phillips</i>	<i>Jeff Peterman</i>

★★★ **ASSOCIATES OF THE MONTH** ★★★

SEPTEMBER 2019

DS	SALES	OPS	SERVICE DESK
<i>Trinity Goerke</i>	<i>Lisa Anderson-Carey</i>	<i>Patricia Sutton</i>	<i>Armando Somoza</i>
CASHIER	RECOVERY CHAMP	InFOCUS	MET
<i>Cara Purdy</i>	<i>Kathryn Bracale</i>	<i>Conor Miller</i>	<i>Scott McBride</i>

WORKSHOPS @ 8460





Customer Feedback:



I was asked if I needed help and two associates tried to help, then Conor in the garden department went out of his way to get me a price on the item I was looking at and helped load them in my car.



Customer Feedback:



The customer service experience, by both Jackie and Matthew at the service desk, provided in solving my problem was outstanding. They were patient and persistent. Although I appreciated the result, I much more appreciated they're good attitudes from beginning to end. The atmosphere of the entire team was light-hearted and friendly. Honestly, if they could not have solved my problem, I was sold on your store by the experience alone that they provided me.



THANKFUL THURSDAY

SEPTEMBER 2019





NEW HIRES

BROOKLYN WARNES – Cashier
JOEL PRIEST – Service Desk
MARCOS TARELO – Cashier
PEGGY MARTINEZ – Service Desk
THOMAS BURGESS – Tool Rental
VIRGINIA SMITH – Cashier

BIRTHDAYS

10/06 STEVEN J. Freight Team Associate
10/18 BROCK B. Pro Account Sales Associate
10/22 MICHAEL H. Freight Team Associate
10/27 JOHN B. Paint Department Supervisor
10/27 PAM W. Head Cashier
10/29 LYNN H. Garden Sales Associate
10/31 BRAD K. Wall & Floor Sales Associate

ANNIVERSARIES

10/01 CHRIS C. Freight Team Associate	4 yrs
10/01 RAY D. Lumber Sales Associate	5 yrs
10/02 WILMA B. Garden Sales Associate	11 yrs
10/04 MARK M. Wall & Floor Sales Associate	3 yrs
10/12 KATHRYN B. Cashier	3 yrs
10/14 TYLER W. MET Team Associate	2 yrs
10/27 MICHAEL H. Freight Team Associate	1 yr

20 SAFETY CELEBRATION

20 SAFETY CELEBRATION

SAFETY MATTERS Because YOU Matter!

WE ARE SPECIFICALLY COMING TOGETHER TODAY TO CELEBRATE
IF WE CAN MAKE IT THROUGH THIS YEAR SAFE WE CAN
WE WILL HAVE A SAFETY CELEBRATION. LET'S COME TOGETHER!

8460
TIFFANY SPRINGS
KANSAS CITY, MISSOURI

SAFETY MATTERS

CAUGHT ORANGE HANDED



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