



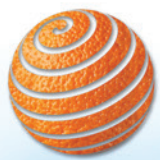
Sign customers up for **Leads and Measures** every chance you get!



Always ask customers if they would like to sign up for **Home Depot Credit**.



Remember to complete your monthly **inFocus Quiz** and any **training**.

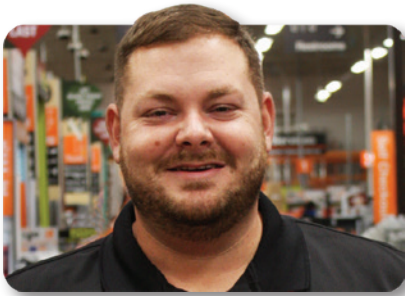


# RANGE PEEL

Monthly Newsletter for The Home Depot  
Store # 8460 • Tiffany Springs  
Store Manager: Michael Laughlin

Vol. 6, No. 12 | December 2020





**Michael Laughlin, SM**

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

**A** 8 years three months and I have held several positions including, Pro Loader, Order Puller, Millwork associate, Millwork DH, Electrical DH, Pro DH, Merchandising ASM, OPS ASM and now Store Manager.

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

**A** I spent 8 years working my way up through a grocery store starting at sacker and making it to store manager. I also currently work as a reserve Firefighter for the Sugar Creek Fire Department. I am also a nationally registered EMT.

**Q What hobbies do you enjoy?**

**A** In my downtime I like to hunt, fish, play softball, play video games and go boating.

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

**A** If I had to pick just one I would have to go with tacos, however, I also enjoy BBQ and Italian food.



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

**A** This is a hard one for me. I have always wanted to visit Scotland and Ireland. But, I also want to take an Alaskan cruise. Another couple that are on my bucket list are Bora-Bora and the Maldives.

**Q Who has influenced you the most in life?**

**A** I would have to say that my hard work and drive comes from my Father. In the Home Depot world my most influential person would be the store manager at Bannister, Kevin Duncan.

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

**A** The family atmosphere and how the company takes care of their associates would be a big one for me as well as growth opportunities that present themselves to a person that truly wants it and strives for it.

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

**A** The sky is the limit with Home Depot. You own your own destiny within this company. Be sure to be an advocate for yourself and that your leaders know you're end goal with THD. If they don't know where you want to go then they can't help you get there.



**ASSOCIATES OF THE MONTH - NOVEMBER 2020**



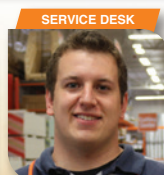
**Rhonda Jurgensen**



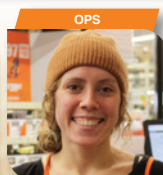
**Lorie Burnett**



**Dennis Ankrum**



**Josh Kucinick**



**Brittney Gerling**



**Riley Kreikemeier**



**Juana Mendez**



**Ken Miller**



**Justin Ray, D38**

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

**A** Celebrated my third year anniversary on November 27 as a Freight Team Associate.

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

**A** Not really sure about this one. I could see myself being in plumbing, electrical or hardware. It kind of ties in with my other job.

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

**A** Flooring. Nothing excites me about carpet, tile or plank flooring.

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

**A** Home Depot is my part-time job. I do HVAC/R work during the day. I have done construction, but for the past 22 years I have been in the HVAC/R trade and love it.

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

**A** I love chasing white-tailed deer in the Fall and Winter. Spring brings on the wild turkeys and morel mushrooms.

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

**A** Bacon cheeseburger and fries. "Five Guys" has gotten a lot of my business.

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

**A** I like the flexible schedule, also unloading the trucks can be fun. I really like helping customers with their projects or general questions.

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

**A** Listen to the people that have been here a while, learn from them. Also, just do as much as you can while you are here.



## SAYING GOODBYE AND CONGRATULATIONS



**Andrew to Manager of Store # 3019**



**Moose to ASM of Store # 3008**



**Elton into Retirement**



**LARRY**

**HOMER AWARDS**



**LORIE**



**CYNTHIA**

## SPIRIT WEEK



**SPIRIT WEEK HAT DAY**



**SPIRIT WEEK BLACKOUT DAY**



**SPIRIT WEEK SUPER HERO DAY**



**SPIRIT WEEK HOLIDAY DAY**



**SPIRIT WEEK TEAM DAY**



**SPIRIT WEEK TEAM DAY**





**Customer Feedback:**



Luckily Kathie was overseeing the auto check-out, which I rarely use. With her pleasant smile she showed me how to scan, ask if I wanted my military discount, which I didn't know you had (thanks, a real plus) and guided me through the procedure. She made it easy and pleasant.

**Customer Feedback:**



Customer service with Mark and Norma was excellent! Mark helped cut my blinds, took them to the front, helped us find a shower head and Norma called another store to see if they had the shower head in stock. They both helped us load our car since I was on a scooter from foot surgery. The customer service was excellent! You don't see that these days. Great people you have working for you.

**Customer Feedback:**



Jerry helped me earlier in the day, so I knew he would be working all day so I simply came back again because I knew he would be on duty. He once again helped me with my heavy boxes and he even opened them, at my request, because the glue on the boxes makes it hard for me to open myself. I appreciated it so very much. Jerry is an excellent employee and represents your store in such a professional way. I always leave with a smile on my face. And the cashier, by the name of Z was so pleasant and patient with me. Great employees!

**Customer Feedback:**



Demetria provided "Exceptional Customer Service". She was helpful, pleasant and knowledgeable. She was courteous and treated me with respect. She did not point me to where I needed to go in the store, she tried to reach someone by phone to help me. When she could not reach that person, she personally walked me to the area where the employee was helping another customer. I was able to get the correct item and Demetria was also my cashier at check out. She is great!

**Customer Feedback:**



Eddie T helped me twice today, once with a DeWalt brad nail gun that I was shorted nails and a tip. Also, I had locks that had been re-keyed, but was overcharged for them. Both times he made sure I got what I needed and for the right price. He went above and beyond.

**Customer Feedback:**



Juana was very helpful and knowledgeable with my questions about the DeWalt stackable boxes I purchased.

**NEW HIRES**

<b>CLAIRE MOYE</b> – Paint
<b>DAVID SCOTT</b> – Service Desk
<b>GAVIN QUINN</b> – Cashier
<b>KATHY PAIZ</b> – Service Desk
<b>KYLIE GATES</b> – Service Desk
<b>LACEY PETREE-CURTIS</b> – Cashier
<b>STEPHEN HAYES</b> – Freight
<b>TYLER RANDOLPH</b> – Cashier

**BIRTHDAYS**

<b>12/01</b>	<b>EDDIE A.</b> Lumber Associate
<b>12/06</b>	<b>JUSTIN R.</b> Freight Team Associate
<b>12/07</b>	<b>ROXANNE B.</b> Head Cashier
<b>12/10</b>	<b>BAILEIGH K.</b> MET
<b>12/11</b>	<b>MARIAH E.</b> Cashier
<b>12/19</b>	<b>CARTER M.</b> Cashier
<b>12/19</b>	<b>RICHARD S.</b> MET
<b>12/19</b>	<b>TRINIDY G.</b> PRO DS
<b>12/23</b>	<b>AARON H.</b> Service Desk
<b>12/25</b>	<b>BOB P.</b> Customer Service Desk DS
<b>12/29</b>	<b>ARMANDO S.</b> Order Fulfillment Associate
<b>12/30</b>	<b>JEREMIAH M.</b> Freight

**ANNIVERSARIES**

<b>12/01</b>	<b>DENNIS A.</b> PRO Associate	<b>23 yrs</b>
<b>12/02</b>	<b>CINDY J.</b> Customer Service Desk	<b>1 yr</b>
<b>12/02</b>	<b>JEFFREY P.</b> Freight Team Associate	<b>3 yrs</b>
<b>12/03</b>	<b>PHILIP D.</b> Freight Team Associate	<b>1 yr</b>
<b>12/05</b>	<b>VIKKI K.</b> Customer Service Desk	<b>6 yrs</b>
<b>12/21</b>	<b>HEATHER W.</b> Hardware Associate	<b>1 yr</b>



Sydni's Pet Chicken Roxanne