



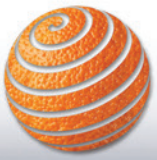
Sign customers up for
Leads and Measures
every chance you get!



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. 7, No. 11 | November 2021



HALLOWEEN

THE OCTOBER 2021

ASSOCIATES OF THE MONTH





HALLOWEEN COSTUME CONTEST WINNERS



ProXtra
THE LOYALTY PROGRAM BUILT FOR PROS

8461 TIFFANY SPRINGS

Michael Store Manager
Sean SAOM

LET OUR TIFFANY SPRINGS CUSTOMERS KNOW HOW THEY CAN SAVE TIME, SAVE MONEY AND GET REWARDED WITH THESE MEMBER BENEFITS:

- PRO XTRA PERKS
- PERSONALIZED OFFERS
- VOLUME PRICING PROGRAM
- PAINT REWARDS
- PURCHASE TRACKING
- TEXT2CONFIRM AUTHORIZATION



LEADS





D29

DANIEL KIRBY

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

A I have been with THD for 2 1/2 years, three in April. My first position was a flooring specialist.

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

A I would actually stay as the kitchen designer if I am to pursue my design career. If I don't, I would like to be in the new position CXM. I'd like to move up in the company.

Q What department would you never want to work in?

A Yeah, I'm not falling for this one.

Q What did you do before working at THD?

A I worked at Sam's Club for two years in the produce section. My previous years, I worked at a call center that dealt with credit cards and fraud.

Q What's a hobby that you enjoy?

A My favorite hobby is designing houses, one day I'm going to make it my career. I've been designing since I could remember. First on a piece of paper, then on video games, now I am using a CAD program.

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

A Taco salad, spaghetti and garlic, and/or chili.

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

A Working with Lisa! It's the friends and family that you have, the culture.

Q What's your advice to new associates?

A Just be yourself. If you don't know something, don't be too nervous to ask someone for help. When they do help, stay with them and listen/watch then you'll learn a lot.



D23/
59

JOY PHILLIPS

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

A I worked 6 months at the Gladstone store #3008. First at the service desk then as lead generator.

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

A Flooring, then Kitchen & Bath.

Q What department would you never want to work in?

A Janitor.

Q What did you do before working at THD?

A Security for a year. Previously, I was in production and the Hotel industry.

Q What's a hobby that you enjoy?

A Walking on nature trails, cooking and watching movies.

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

A Italian.

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

A Working with the customers to help them complete their projects and working in a team environment.

Q What's your advice to new associates?

A Take notes and be patient. Don't be afraid to ask questions.



D28

MIGUEL MAGAZU

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

A It'll be three years in the beginning of February.

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

A Garden.

Q What department would you never want to work in?

A Lumber.

Q What did you do before working at THD?

A I put together and painted windows and doors.

Q What's a hobby that you enjoy?

A Playing video games.

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

A Tacos, definitely.

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

A Everybody is really easy to get along with.

Q What's your advice to new associates?

A Don't be so hard on yourself. Have fun.



TO ALL THOSE WHO HAVE SERVED, AND THOSE WHO CONTINUE TO SERVE.
THANK YOU FOR YOUR SACRIFICE, YOUR BRAVERY AND THE EXAMPLE YOU SET FOR US ALL.

THANK YOU FOR YOUR SERVICE!



HOMER AWARDS



NEW HIRES

ALEXANDER VIZCARRA MET
CASEY SNODGRASS Cashier
TJELL McINTIRE Cashier
TREY GOFF Plumbing

ANNIVERSARIES

11/06	VANESSA L. Wall & Flooring	1 yr
11/08	MARK M. Blinds & Decor	4 yrs
11/11	BOB P. Plumbing	1 yr
11/16	CALEB H. Special Services	15 yrs
11/20	JOHN GERLT Electrical/Lighting	6 yrs
11/29	JOHN REEVES Plumbing	15 yrs

BIRTHDAYS

11/01	KENNETH M. Packout Team
11/11	AMY R. F. Cashier
11/15	DEMETRIA R. Special Services
11/24	NADINE O. Tool Rental
11/26	SHEA H. Cashier
11/26	TANNER A. Packout Team
11/28	GARY F Office



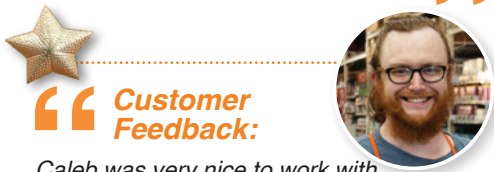
Customer Feedback:

I am replacing a door and storm door. Both Daniel and Lisa went above and beyond to make sure I had everything I needed and taken care of and ready for my install. They were both really great!



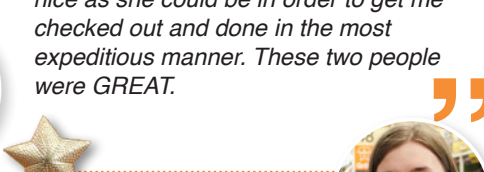
Customer Feedback:

Nick went far beyond his duty in order to help me get the product that I wanted. And when we went to the customer service counter to make the special purchase, the lady there named Norma, was as nice as she could be in order to get me checked out and done in the most expeditious manner. These two people were GREAT.



Customer Feedback:

Caleb was very nice to work with as he handled my return. He was efficient and professional but also very friendly and personable. The perfect mix.



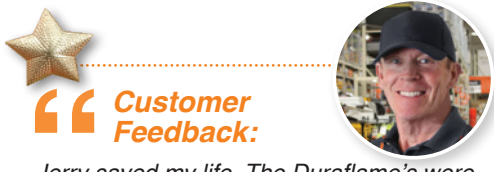
Customer Feedback:

It was a complicated return/re-purchase situation and "Gracie" did it professionally and courteously.



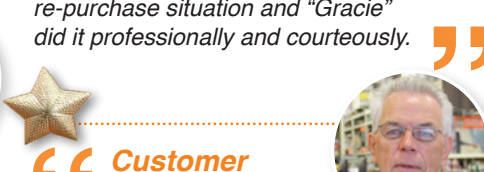
Customer Feedback:

Caleb was a real pleasure to work with. The project I am working on has led me to spend over \$8,000 in the past six weeks. I ordered a wrong item and Caleb helped me with the re-order of the correct items and handled the return. The team at your store have been so helpful in every area. Larry at Pro Services was great to work with on my first large delivery and project bid.



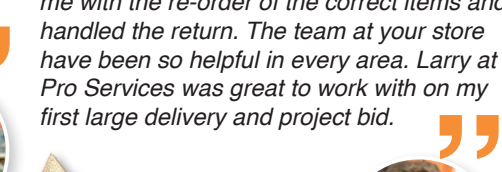
Customer Feedback:

Jerry saved my life. The Duraflame's were not where they usually were and he took the time, stopped what he was doing, and went and found them. He not only returned with four boxes but helped me get them to my car and into my trunk. I look and ask for Jerry every single time I'm in your store. He is an excellent employee and really does care about the customer. Please give him a thank you for me. He makes you look good.



Customer Feedback:

I had a list of electrical supplies to buy and Gary helped me find everything on the list and when he got pulled away, He found another employee to finish pulling the last few items. Then he came back to make sure I got everything on the list. Gary found everything on the list and apologized for not having two items in stock.



Customer Feedback:

Dillon at the pro desk check out, was very friendly. Made sure to ask how my day was and if there was anything else I needed. Will definitely be coming back looking for him.