



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. 8, No. 01 | January 2022



*MOVING PEOPLE FROM  
HOMELESSNESS  
TO SELF-SUFFICIENCY*



**8460**  
TIFFANY SPRINGS  
KANSAS CITY, MISSOURI



operation  
**surprise**



HILLCREST PLATTE COUNTY

THE DECEMBER 2021

# ASSOCIATES OF THE MONTH

DS	SALES	SPECIALTY	SERVICE DESK	OPS	CASHIER	RECOVERY	MET	FREIGHT
								
<b>HUGO</b> BLOMQUIST	<b>KERI</b> ACRE	<b>DANIEL</b> KIRBY	<b>COOPER</b> DULLE	<b>JERRY</b> KANABEL	<b>ADAM</b> SIMPSON	<b>JUANA</b> MENDEZ	<b>SKYLAR</b> ALEXANDER	<b>TODD</b> REUSCHER

**HOMER AWARDED**  
to Pete from Todd



**HOMER AWARDED**  
to Dillon from Jordan



**HOMER AWARDED**  
to Ken from Todd



**HOMER AWARDED**  
to TJ from Rhonda



**HOMER AWARDED**  
to Daniel from Brad



**HOMER AWARDED**  
to Aaron from Todd



**HOMERS AWARDED**  
to Herschel and Caleb



**BRAVO**

From VOA recognized BRAVO



8460  
TIFFANY SPRINGS  
**VOICE OF THE  
ASSOCIATE**  
COMMITTEE



**Juana,**  
Pro Cashier



**What is the best advice you would give to a new associate?**

*Do your job, be nice to others, be on time, don't call out unless it is absolutely necessary.*



**Eric,** D28



**What do you like most about working for THD?**

*I enjoy helping customers figure out solutions to their projects, whether it be a fire pit or just the firewood, even if it's just helping with birdseed.*

# Secret Santa



## QA

Lorie, D28



**What special encounter have you had with a customer that you will never forget?**

Three years ago a gentleman was shopping for a Christmas tree for his wife. He explained that Christmas was his wife's favorite holiday. He picked one out and I asked him how much he wanted trimmed off. He replied, that he only wanted the top portion of the tree, so he could place it on her grave site. He has come every year since, to purchase a tree from me. A very kind customer.



## QA

Jordan, OASM



**Being a new mother, what is it like juggling work and a new baby?**

I won't lie to you, it isn't easy. It is great being back at work and getting to socialize outside of home. Throughout the day I just enjoy and throw myself into work, but it is always a little sad going home and realizing how much time I have missed with LeAnn. I just want to thank everyone for all you do to help make being here at work a lot easier and more enjoyable on me!

## QA

John S, Cashier

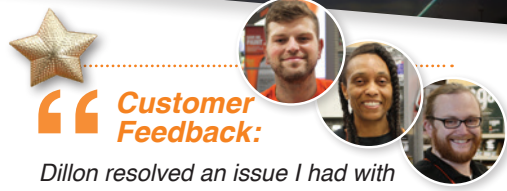


**What is a work goal that you would like to achieve in 2022?**

I would like to learn how to work in Tool Rental or maybe even the Paint dept.

# 2022 HAPPY NEW YEAR

THE HOME DEPOT



## Customer Feedback:

Dillon resolved an issue I had with an online order not shipping in time for Christmas. Patricia and Caleb helped me find the item I needed on the shelf, looking for more than five minutes. While it was in stock in the store, it was not immediately on the shelf by the display. I was so worried the item I ordered before Thanksgiving for a Christmas gift, was just not going to happen. These employees I mentioned helped me for a solid 10 minutes to make sure I got one.

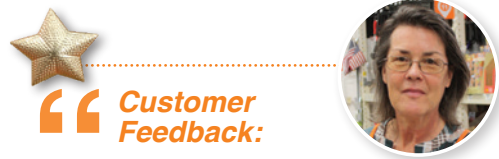


## NEW HIRES

MARINA SALEHI MET

## ANNIVERSARIES

01/09	TRAVIS H. PRO Loader/Lot	4 yrs
01/21	KERI A. Paint	5 yrs
01/24	ROBERT B. Appliances	15 yrs
01/26	AARON K. Hardware	1 yr
01/27	LISA H. Packout Team	5 yrs



## Customer Feedback:

The battery for my car key fob had been getting weaker over the last week but I thought I'd have to go to a battery and bulbs store to get the help I needed replacing it. The associate must have noticed my hesitation and asked if she could help. She got the fob open (not an easy task) and selected and replaced the battery, saving me a trip to another store. Great service Rhonda!



## Customer Feedback:

I visit your store often and know where merchandise is located. I can get in and out quickly. I told Casey (cashier) that I would need for him to look up my credit card since I had a coupon for my purchase. He said he could do that and actually rang my merchandise up for me on self check out. He was very friendly.

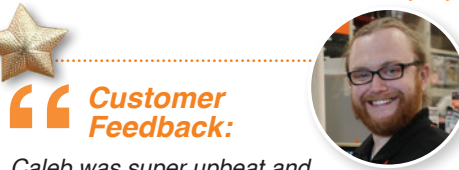
## BIRTHDAYS

01/02	JOSH K. Special Services
01/02	PATRICIA S. Packout Team
01/11	TOM O. MET
01/12	CASEY S. Cashier
01/13	TODD R. Packout Team
01/22	NORMA H.T. Special Services
01/23	JUANA M. PRO Cashier
01/30	JOHN R. Plumbing
01/30	STEPHEN H. Packout Team



## Customer Feedback:

A cheery hello from "Z" the minute I entered the store, started my visit off great. A young girl by the name of Gracie asked "May I help you. Do you need help?" And then it just kept getting better from that point on. Gracie helped me find my Duraflame's, Jerry helped me load them into my cart, Gracie checked me out in record time and Jerry then loaded the big boxes into my trunk. I enjoyed a very pleasant conversation with "Z" as I waited. Great experience. I've never had a bad experience at Home Depot. Always pleasant people to help me with my purchases. You have a great group of employees and obviously a great store manager who truly knows how to train and keep good employees. Keep up the good work. The customer (me) benefits from this.



## Customer Feedback:

Caleb was super upbeat and very friendly. He articulates very well (a lost art).



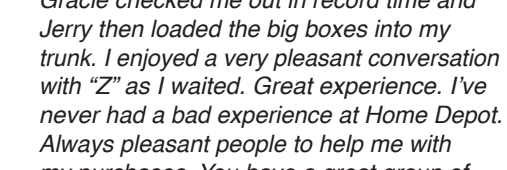
## Customer Feedback:

I received the best customer service I have had in years. The employees were Hugo and Harold. Both were extremely helpful and attentive. They offered suggestions and additional materials I may need for my new deck installation. After all of that, they loaded all the materials in my truck for me. I hope Home Depot knows what great examples these gentlemen are to their organization and the community at large. They both deserve a BIG high five! You will have my business from here on out. Thank you Hugo and Harold! I appreciate how you made my experience fantastic!



## Customer Feedback:

David in customer service was FANTASTIC! I had an issue with a purchase I had just made. He spotted the problem on my receipt and was able to correct it. He was thorough and meticulous as he studied the problem. Best customer service anyone could ask for.



## Customer Feedback:

I purchased a large and heavy Husky toolbox and there were three guys (one of them, his name was Cooper). They were very helpful to lift and move the item for us into my dad's truck.



This monthly newsletter is produced for The Home Depot store #8460 by the VOA (Voice of the Associate) committee. Editorial Contributions: Sonja Nissley. Graphic Design/Photography: Jerry Kanabel. Contributing Photography: Brad Keiser, Cynthia Horseman, Hollie Wagner, Kim Walker, Sonja Nissley, Todd Miller and Travis Hammett. Content Proofing: Sonja Nissley.

