



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. 02 | February 2022



8460
TIFFANY SPRINGS
KANSAS CITY, MISSOURI

CUSTOMER EXPERIENCE MANAGERS

THE JANUARY 2022

ASSOCIATES OF THE MONTH



HOMER AWARDED to Jerry from Michael



HOMER AWARDED to Gracie from Jordan



HOMER AWARDED to Daniel from Brad



HOMER AWARDED to Eddie from Vanessa



THANKS TO OUR INVENTORY PREP SUPERHEROES



CXM - ROLES AND ROUTINES:

Walk the store to ensure standards are maintained across the store

- Move throughout the store assisting customers and making sure associates are seeking out customers to help and providing excellent customer service.
- Teach, train, evaluate and provide guidance to associates throughout the day.
- Prioritize and communicate messages, priorities and tasks to all the DS's and floor associates.
- Validate that FIRST phones are allocated to appropriate associates within each department.
- Verify associates follow all safety and hazmat procedures at all times.
- Assess Lot coverage and actively monitor cart availability.

Manage customer escalations

- Address and resolve all customer escalation issues and ensure Associates involved are providing the highest level of customer service.

Coach DS's and Floor Associates

- Coach associates on GET behaviors and accuracy, provide guidance to help them solve customer needs.

Associate Selection/Performance Assessment

- Partner with ASM on store hourly associate performance, discuss and document as needed.
- Make recommendations regarding promotions and other employment decisions.

Store Operations

- Identify and address staffing gaps, associate callouts and monitor associate attendance variances.
- Lead all required meetings.
- Ensure associates complete all store daily tasks on time.
- Manage the opening/closing of all exterior and interior doors.
- Review mark down and ensure all are approved within 24 hours.
- Verify vault counts.
- Sign off on store deliveries as needed.

Complete emergency procedures when SM or ASM is not present

- Ensure store guidelines are followed during emergency situations.
- Manage HHM spills and cleanup process
- File required incident and worker's compensation claims; partner with SM as incidents occur.



CUSTOMER EXPERIENCE MANAGERS

Rhonda Jurgensen **Matt Haldeman**



The Homer Fund® provides financial assistance to associates facing unexpected hardships. A majority of Homer Fund contributions come from our associates; every dollar they donate helps a co-worker in need. Since 1999, Homer Fund grants totaling nearly \$215 million have assisted over 157,000 associates.

• **Direct Grants** help associates facing emergencies and tragic events, such as the death of a parent or child, natural disaster, illness or injury, a spouse's layoff and more, up to \$10,000.

• **Matching Grants** are a unique way the Fund recognizes the generosity of our people toward one another. When associates collect donations for a co-worker in need, their money is matched by The Homer Fund — \$2 for every \$1 associates collect, up to \$5,000 or the associate's actual need. Matching Grants may be used for expenses that are ineligible for Direct Grants. They also may be used to complement Direct Grants, providing additional support.

In 2020, more than 7,100 associates received a collective \$16.2 million in Homer Fund grants to assist with hardships related to the pandemic, natural disasters and more.



Kim, D24/28



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

When I was at Liberty, a young couple came up to the paint counter and handed me an envelope. The woman was expecting and they told me the gender of their (first) child was written on a piece of paper in the envelope and they had not seen it. The couple had picked out a blue color and a pink color. They asked me to mix the color that coincided with the babies gender and not put the label on the top...just stick it in the envelope and seal it. They would find out when they opened the can to paint the room!



David Scott, Customer Service Desk DS



Hollie, D41



What do you like most about working for THD?

The involvement of our entire management team and all of the friendships I've made with coworkers.



Ron, D93



What did you do before working for THD?

I worked for K-Mart for about 25 years. At the end they gave me a title of Co-Manager or Bench Manager. I was waiting for a store to open up in the KC market, but I quit and went to Dick's Sporting Goods for 15 years and finished there as a Store Manager. I had 2 nicknames "Clean-up-Man" and "Baseball Guru Man" both are another long story for another time.



Todd, D30



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

Be friendly, acknowledge and say "Hi" to every customer. We are here because of our customers, so it is up to us to give the best customer service so they have a great experience and keep coming back.

Order
Pick Up
Entrega de órdenes



Customer Feedback:



This visit was great because I asked for help and the young man that helped me (Caleb) went above and beyond. There was only one item on the shelf and I needed 12 of them. Caleb walked to the front counter and checked for me and said the inventory showed they had 23 in stock. He went back to the tool area and searched high and low for them. Once he found them he went away and came back with a rolling staircase. Then he climbed to the top and brought down two cases for me. He seemed like he likes his job and had a great attitude to customers. I don't see that a lot anymore. I hope Caleb gets to see this so he knows people really appreciate what he does.



I had offers to help from the minute I walked in the store. Not just to point me to what I was searching for, but actually took me to it's location. After making my choice and deciding I needed help putting shelving in my cart, I easily located Caleb and he placed the item in my cart, lead me to the closest register, checked me out and told me to drive up so he could load it into my vehicle. That is service!!!



Customer Feedback:



There is far more knowledge, cleanliness and helpfulness at this store. David at the service desk is a big part why I go to this store, even when he doesn't know the answer, he will find it for you. I needed some flooring ordered for a remodel, I went to Cara at the Pro Desk, which I've done in the past, even though it wasn't her department, she was able to get everything that I needed and very quickly.



Customer Feedback:



This was my first time in Home Depot. I was walking to the front to check out and my arms were completely full. Juana saw me, and asked if I needed a cart. As she was asking, she was taking the items so I wouldn't have to carry them. I also was looking for a specific nail, she went and found Warren and they both assisted me to find exactly what I needed. After that, Juana took me to her register and checked me out.

NEW HIRES

AIDAN BOWEN Lot
ARIANNA SMITH Lumber
AR'MORION JAMES Paint
DOUGLAS BOYUM Cashier
MOHAMED ALI Lot
NARIYAH HAMILTON Cashier
NICKOLAS TILSWORTH Cashier
ZACHARY STINNETT Lot

ANNIVERSARIES

02/02	HERSCHEL S. Cashier	9 yrs
02/02	RHONDA J. CXM	16 yrs
02/03	JOHN B. Garden	21 yrs
02/05	PARKER V. Flooring	3 yrs
02/05	ROB S. Head Cashier	4 yrs
02/06	LYNN H. Garden	3 yrs
02/08	JACOB W. Lumber	3 yrs
02/11	LYLE P. Plumbing	8 yrs
02/12	HAROLD P. Lumber	3 yrs
02/13	CARA P. PRO Sales	3 yrs
02/24	JASON B. Plumbing/Electrical/ Garden DS	8 yrs
02/25	DEVIN M. MET DS	11 yrs
02/25	JERRY K. Lot	7 yrs
02/27	PETE M. Garden	8 yrs

BIRTHDAYS

02/04	JANICE O. Garden
02/10	HUGO B. Lumber/Building Materials/ Hardware DS
02/14	JERRY M. Electrical
02/20	COOPER D. Special Services
02/28	JOY C. Head Cashier



SAFETY TAKES EVERYONE

EVERY second, EVERY decision, EVERY day safe.



WARM UP



FORM UP



GEAR UP



TEAM UP