



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

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THE APRIL 2022

ASSOCIATES OF THE MONTH



Merchandising Execution Associates: All Merchandising Execution Associates (MEAs) perform in-store merchandising service activities such as merchandising projects, planogram maintenance, overhead organization, and display/signage maintenance designed to enhance the customer experience. MEAs execute merchandising strategies and ensure products are displayed correctly to drive sales. MEAs work in teams, with on-site supervision and provide service to multiple departments in the store. Their focus is on general bay service, projects and product resets while always keeping safety, accuracy and efficiency at the forefront. MEAs build and maintain strong relationships with store associates and provide superior customer service to both internal and external customers.



D31



CALEB HASTINGS

- Q How long have you been with THD and what was your first position?**
- A I started here in September 2020 as an OFA before moving to the service desk.*
- Q If you could have any position in the store, what would it be?**
- A I would enjoy being the opening CXM so I could assist customers and help make their visit as enjoyable as possible.*
- Q What department would you never want to work in?**
- A Asset protection. I don't think I could be sneaky enough or quiet enough to catch thieves.*

- Q What did you do before working at THD?**
- A I used to work as an appliance installer for THD in South Carolina. At that job, my least favorite words to hear were "Well Home Depot said..." Before that, I was a professional delivery driver for Papa John's for seven years.*
- Q What's a hobby that you enjoy?**
- A I am an avid gardener with 80 to 120 plants growing year round. From parsley and tomatoes to pineapple and avocados, I grow it all. I also have a large collection of Legos that is still growing.*
- Q What's a meal you could eat over and over again?**
- A Shrimp cocktail, popovers, bacon and eggs. I love all things breakfast.*
- Q What's your favorite part of working for THD?**
- A Interacting with customers to help them make the vision in their head a reality. I also enjoy taking an angry customer and helping them resolve their issue, so they leave happy.*
- Q What's your advice to new associates?**
- A Smile and find the thing that you enjoy. There's so much happening in the store, you'll be able to find something you enjoy. Once you find it, STICK WITH IT. Customers love working with people, who love what they do.*



HOMER AWARDED to Todd from Jordan



HOMER AWARDED to Cynthia from Brad



HOMER AWARDED to Hollie from Jordan



Ashley Whitebear, Flooring Associate

THE HOME DEPOT SAFETY TAKES EVERYONE
EVERY second, EVERY decision, EVERY day safe.



BRAVOS Sam and Tom



Customer Feedback:

Jordan who is a manager, worked with me on a used item to give me a gracious discount that was very fair. I want to give her high respects and hope your manager will read this about her specifically at this store location.



Customer Feedback:

Brad at the flooring desk is outstanding! Brad is extremely knowledgeable, nice, helpful, friendly, professional, respectful and will go above and beyond to assist you in any way he can! Sean has the best staff ever! Cynthia is very helpful, knowledgeable, friendly and goes above and beyond helping you. Always willing no matter how much time it may take helping you! Hollie is also very professional, nice, helpful, friendly and knowledgeable. She is very patient and thorough, what a sweetheart! Robert is also professional, very nice, helpful and will assist you in anyway he can. And Kathy, she's very sweet, professional, knowledgeable and is always willing to assist in anyway she can!



Customer Feedback:

David in customer service did an outstanding job to fix my issue. The homedepot.com department made a series of errors on my order and put me in a bad situation. David went out of his way to make it right and fix it to the best of his abilities.



Customer Feedback:

I was helped at checkout by a young man named Travis at the contractor desk who did everything he could to ensure I received top service. He gave me details on how to get my military discount.



Customer Feedback:

When I entered the store I was greeted by Tabitha. I was not certain where the item I needed would be located. Tabitha was extremely helpful and so kind! She immediately told me where I could find my item. When I went to check out, I noticed a number of self checkout stations. I asked David where I could check out and not pay by credit. I wanted to pay by cash. He immediately said he would be happy to help at the service counter. Thank you both for your excellent customer service and help.



Customer Feedback:

Your customer service is better and there are more people available to HAPPILY help you even if they don't work in that department. Home Depot employees just have a better attitude and seem happier and are far friendlier than employees at other improvement stores. Gracie ordered what I needed at the same time as my purchase, so that I could get a full discount with my online coupon. She was the only person working at the service desk, but because no one was working in the flooring department and I needed extra backsplash sheets. Gracie took the time to look up on the computer to see if more were in stock. Then got a rolling ladder and went to another aisle and got two boxes from the top shelf. Then Tara at customer service taped them for me.



Customer Feedback:

Ciara took care of our returns in a very friendly and efficient manner. A week prior we met with Demetria at the returns department and she was exceptional as well. Both were very understanding that we are going through a major remodel process, although we hate to have to make returns, they made it as painless as possible.



Welcome NEW HIRES

AALIYAH FIELDS Packout Team
ASHLEY BURTON Lot
BRYANT HUMMEL MET
BRYANT PAUL Cashier
DANA POWELL Cashier
CHRIS ALSANO Paint
HUNTER EVANS Packout Team
ISAAC HARTER Cashier
JASON WELLS BROWNELL Garden
PARKER INMON Lumber
SAM GILLILAND Special Services
TERRIA ROBINSON Hardware
WAINER HADLEY Packout Team

ANNIVERSARIES

05/03	JOHN GUTHRIE Electrical	9 yrs
05/05	ROXANNE B. Head Cashier	10 yrs
05/09	BRIAN B. Plumbing	24 yrs
05/13	JUANA M. Pro Sales	8 yrs
05/13	TODD M. Millwork	31 yrs
05/22	GRACIE M. Special Services	2 yrs
05/28	RON M. Receiving	8 yrs
05/30	JOSH M. NOASM	13 yrs

BIRTHDAYS

05/03	LEAH M. Cashier
05/10	LYLE P. Plumbing
05/21	STACY M. Receiving
05/27	NORIA G. Tool Rental
05/29	NICKOLAS T. Cashier
05/30	DANIEL K. Kitchen & Bath

**START CLOSE
STAY CLOSE
END CLOSE**

SAFETY TAKES EVERYONE
EVERY second, EVERY decision, EVERY day safe.

