



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. 08 | August 2022



**BROCK**  
ORDER FULFILLMENT ASSOCIATE  
Alt Pickup:  
Pick Up: 08/01/2022  
Phone: (818) 741-2580  
HB460-123456  
Thanks for shopping at The Home Depot. Please feel free to contact me if you have any questions or concerns.  
Order Date: 08/01/2022  
Inspected By: TH8460  
Michael Laughlin  
Store Manager  
(818) 741-2580  
michael\_laughlin@homedepot.com



**ARMANDO**  
ORDER FULFILLMENT ASSOCIATE  
Alt Pickup:  
Pick Up: 08/01/2022  
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HB460-123456  
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Michael Laughlin  
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michael\_laughlin@homedepot.com



**ALLYN**  
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HB460-123456  
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Store Manager  
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michael\_laughlin@homedepot.com



**MATT G**  
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**BELETE**  
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Inspected By: TH8460  
Michael Laughlin  
Store Manager  
(818) 741-2580  
michael\_laughlin@homedepot.com



**DAYMON**  
ORDER FULFILLMENT ASSOCIATE  
Alt Pickup:  
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Phone: (818) 741-2580  
HB460-123456  
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Order Date: 08/01/2022  
Inspected By: TH8460  
Michael Laughlin  
Store Manager  
(818) 741-2580  
michael\_laughlin@homedepot.com

Order PICK UP Entrega de Órdenes

# ORDER FULFILLMENT



THE JULY 2022

# ASSOCIATES OF THE MONTH

DS



DAVID SCOTT

SALES



JESSE ZMOOS

SPECIALTY



TODD MILLER

SERVICE DESK



TABITHA RHINEHART

OPS



AIDAN BOWEN

CASHIER



ESMERALDA MENDEZ

RECOVERY



JACKSON GABBERT

MET



BAILEIGH KIENZLE

FREIGHT



WAYNE HADLEY



DISTRICT SPECIALIST OF THE MONTH



in All-Star WINNER



in All-Star WINNER

HOMER AWARDED to Erik from ASDS Sonja

HOMERS AWARDED from BRAVO to Sandra and Skyler on MET

HOMER AWARDED to John B from DS Jason

HOMER AWARDED to Daniel from DS Brad

HOMER AWARDED to John B from ASDS Sonja

HOMER AWARDED to Reeves from DS Jason



# RECENT MOVERS AND SHAKERS @ 8460

[ THOSE WHO ARE ACTIVE OR INFLUENTIAL IN THEIR FIELD OF ENDEAVOR ]



**PHIL**

SPECIALTY  
ASSISTANT STORE MANAGER



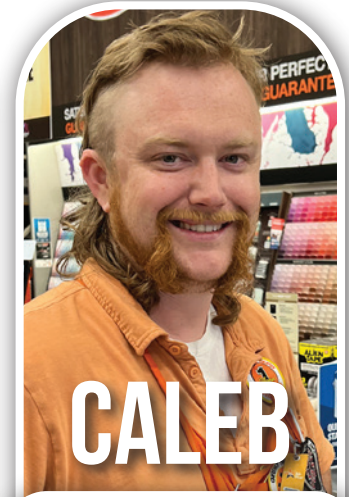
**RHONDA**

NIGHT OPERATIONS  
ASSISTANT STORE MANAGER



**NICK**

LUMBER / BUILDING MATERIALS  
/ HARDWARE DEPT SUPERVISOR



**CALEB**

PAINT / MILLWORK  
DEPARTMENT SUPERVISOR



CONGRATULATIONS

**LOGAN**



What is the funniest thing you have witnessed while working at THD?

My funniest memory from THD is one night after close, Head Cashier Jacob called MASM Gregory an "Albatross". He meant it as a compliment, but Gregory didn't see it that way.



**RYLEIGH**



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

So there's this guy that comes in occasionally and every time he checks out at my register, he always says I look, talk and act like his niece. He showed me a picture and I do look exactly like her. The funny thing is... she could be related to me.

**DANIEL**



What do you like most about working for THD?

The fact that it is not your typical retail store. We learn so much from day-to-day, like what type of flooring to put in kitchen and the materials and tools needed to complete the job. Every day is a learning experience.



# DIVERSITY and INCLUSION : ASSOCIATE RESOURCE GROUPS



## Customer Feedback:



Demetria was very friendly and accommodating! She made us feel like we were at home talking to a friend. She was attentive to us and ensuring we got the military discount when the system wasn't cooperating. We will definitely be back because of her excellent service!



## Customer Feedback:



I came in looking to buy flowers in the garden center. All of the flowers looked beautiful and well taken care of. Kim was very helpful and knowledgeable when guiding my decision on what to buy. I was at Walmart in hopes to buy flowers there, but they were all dead and look like they hadn't been watered in months. Everything looked very healthy at Home Depot. Overall it was a good experience and I will be coming back to buy my flowers here in the future.



## Customer Feedback:



I had a return to do and it's something I always dread. My husband is a general contractor and we're always busy and exhausted. We've always found Home Depot to be very easy and fair on returns. But Caleb was so fast, fun and pleasant! He was helping a customer on the phone while ringing up a return for another customer ahead of me. When he got to me he was so fast, accurate and pleasant, Boom!



## Customer Feedback:



Heather, one of the cashiers in lumber knows how to check customers out quickly. We are busy folks and she is quick and friendly. You have a good team around the lumber checkouts; Heather, Juana and Travis are all very helpful. Please keep them around.



Vanessa Lopez, Front End Supervisor

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



## Customer Feedback:



Parking was very close, near the garden shop entrance. We loaded 8 bags of mulch on our cart and headed for the garden shop check out. It was 8:00 PM and that was when the garden center entrance closes. The gate was being rolled down... however, Jacob the cashier saw us coming forward with our load of mulch. He waited and checked us out through this much closer store exit. If the gate had closed, that would mean a long walk to the store front check out and then another long walk pushing our cart with mulch back to the parking area by the Garden shop exit. We use Home Depot because of the very type of excellent service I just described.

## WELCOME NEW HIRES



BELETE BERO Order Fulfillment

JORDAN WEST Hardware

RON WALTERS Paint

## ANNIVERSARIES

08/01	STACY M. Receiving	11 yrs
08/07	ALLYN T. Deliveries	1 yr
08/12	COOPER D. Service Desk	2 yrs
08/14	PATRICIA S. Freight	3 yrs
08/15	JEREMIAH M. Freight	2 yrs
08/16	MICHAEL L. Store Manager	10 yrs
08/21	MICHAEL B. Pro DS	23 yr
08/21	TODD R. Freight	5 yrs
08/31	THOMAS B. Tool Rental	3 yrs

## BIRTHDAYS

08/01	TABITHA R. Back Office
08/02	SAM C. Tool Rental
08/03	TODD M. Millwork
08/04	PETE M. Garden
08/06	CYNTHIA H. Kitchen Designer
08/06	JAKE W. Service Desk
08/06	JOHN GUTHRIE Electrical
08/11	DEVIN M. MET DS
08/13	LORIE B. Garden
08/14	KATHY F. COS
08/18	JOY P. Flooring
08/20	ADAM S. Floater
08/21	JOHN GERLT Electrical
08/23	HERSCHEL S. Cashier
08/23	NICK S. Lumber DS
08/25	ERIK B. Hardware

WE WANT TO THANK EVERYONE THAT TOOK THE TIME TO TAKE THE SURVEY AND LET YOUR VOICES BE HEARD

8460 TIFFANY SPRINGS VOICE OF THE ASSOCIATE SURVEY 84% PARTICIPATION



This monthly newsletter is produced for The Home Depot store #8460 by the VOA (Voice of the Associate) committee. Editorial: Sonja Nissley. Graphic Design: Jerry Kanabel. Contributing Photography: John Buxton and Parker Vicroy.

