



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. 09 | September 2022

ROCK

ROLL



PRODUCT KNOWLEDGE



Returns • Order Pick Up
Customer Service
GO TO SERVICE DESK

THE AUGUST 2022

ASSOCIATES OF THE MONTH



IN RECOGNITION FOR PROVIDING EXCELLENT CUSTOMER SERVICE THROUGH PROTECTION PLANS to Cynthia and Robert presented by Brad



HOMER AWARDED to Jackson from DS Vanessa



This man has been bringing his kids to our workshops for several years now. You can tell by the amount of pins attached to the "kids apron" - HE is wearing!





PHIL GREEN Specialty Assistant Store Manager



“Never give up
Never surrender”

- Q How long have you been with THD and what positions have you held?**
A August 6th marks 17 years. Started as a flooring specialist, then flooring supervisor (5 years). Hardware supervisor (3 years). Moved to Specialty Assistant Store Manager (6 years).
- Q What did you do before working at THD?**
A Been in retail for approximately 35 years. Took a break in the 90s and ran my own flooring installation business for 10 years.
- Q What hobbies do you enjoy?**
A I have a degree in Fine Arts. Love to draw and sculpt. Also enjoy photography, stargazing, camping and survival skills.
- Q What's a meal you could eat over and over again?**
A Mama's homemade spaghetti!
- Q If you could go anywhere for a vacation, where would you want to go?**
A Any place that has great outdoors! Been to Canada five times, covered

the Rockies from Mexico to Canada. Guess my bucket list would have to include Alaska.

- Q Who has influenced you the most in life?**
A That is a tough question, with so many influences! Would have to say my grandmother on mom's side. Her husband died early so she ran a farm alone for 50 to 60 years. Hardest worker I know, lots of hardships. She stayed positive always, never lost faith in people or God.
- Q What's your favorite part of working for THD?**
A A lot of good things, but the people are the best. Great people from all walks of life.
- Q What's your advice to associates?**
A “Never give up, never surrender”. We all have hardships, those are called “life lessons”. That's how we grow as people. Stay the course and believe in yourself.



myorangeladder.homedepot.com

Interested in climbing the ladder here at THD? Go from part-time to full-time? Train in another department? Associate to DS, DS to CXM? ASM? SM? Endless opportunities! Build your THD career!



NICK SCHMIT Department Supervisor D21 / D22 / D25



- Q How long have you been with THD and what positions have you held?**
A 7 years total; 4 years at Liberty #3019 in hardware, lumber and electrical, 1 year as MET supervisor in Blue Springs #3024 and 2 years as MET supervisor at Midtown #3021.
- Q What did you do before working at THD?**
A Pitmaster at Smokin' Guns BBQ.
- Q What hobbies do you enjoy?**
A Anything outdoors - hunting, fishing, camping and swimming.
- Q What's a meal you could eat over and over again?**
A Steak and Taters.

- Q If you could go anywhere for a vacation, where would you want to go?**
A Alaskan Fish Cruise.
- Q Who has influenced you the most in life?**
A My Dad. Treat everyone with respect. Help anyone you can. Don't be afraid to jump in and try something new.
- Q What's your favorite part of working for THD?**
A No matter what store I've worked at, my fellow associates are almost always welcoming.
- Q What's your advice to associates?**
A The sooner you get to it, the sooner you got through it.

Windows
Countertops

Flooring
HVAC
We Install

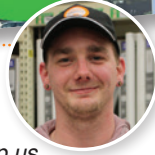
THE HOME DEPOT
HOME SERVICES
Let us do it for you.

Customer Feedback:



Brock took the time to walk me to multiple areas of the store to help complete my project. Buy Brock lunch!

Customer Feedback:



Daniel took extra steps to help us with our order even when we were not in the store. He called us when he needed clarification. He took our service personally and when there were hitches you could feel his disappointment and frustration. He was desperate to help and he did a good job.

Customer Feedback:



Warren helped me locate what I needed in hardware.

Customer Feedback:



The customer experience, for me, is great. Juana and Michael at the Pro desk are fun to work with and super helpful.

Customer Feedback:



Vikki over at returns was so friendly and helpful! She joked with us and made our experience so wonderful today! Thanks for stellar service.

Customer Feedback:



David was excellent! He helped me yesterday with a handful of returns and today on check out, he also helped me load my order in my truck! Thank you David!!

Customer Feedback:



Cooper, the Home Depot associate who assisted me was outstanding. He greeted me and asked how he could help me. I was purchasing an extremely large and heavy shelving unit. Cooper grabbed a cart and helped me load it on the cart and in my vehicle.

Customer Feedback:



Brad and Joy in the flooring dept were very helpful and knowledgeable.

Customer Feedback:



Jesse was great. He helped us find the drain pipe we needed.

Customer Feedback:



Zak was super helpful throughout the whole experience! Thanks for the outstanding customer service!

Customer Feedback:



Nicholas was very friendly and helpful in answering our questions and getting us quickly through the purchase process! Nicely done!

WELCOME NEW HIRES



JAMES BRAGG Packout Team
JARED GOULD Lumber
JOSE A VERGIL Blinds / Wallpaper
NICHOLAS KUPEC MET
SHOLAYE TEGEGN Special Services
TERRY CHILDERS Packout Team
WONON WILLIAM Cashier

ANNIVERSARIES

09/03	JOSH K. Floater	6 yrs
09/04	MATT H. CXM	14 yrs
09/04	KERRY B. Packout Team	1 yr
09/11	DYLAN T. Garden	1 yr
09/17	CYNTHIA H. Kitchen Designer	19 yrs
09/17	SHEA H. Cashier	6 yrs
09/18	GREGORY G. MASM	9 yrs
09/18	JOHN S. Cashier	1 yr
09/18	TANNER A. Receiving	1 yr
09/26	CORTEZ S. Packout Team	1 yr

BIRTHDAYS

09/02	CIARA H. Head Cashier
09/05	BELETE B. Order Fulfillment
09/05	ERIC W. Garden
09/05	MATT H. CXM
09/10	STELLA MOH Packout Team
09/16	ROBERT B. Appliances
09/19	JESSE Z. Plumbing
09/20	SUSIE A. Cashier
09/23	TABITHA R. Customer Service
09/26	MARK M. Flooring
09/28	TROY A. Packout Team
09/28	BILL St M. Tool Rental

