



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. 9, No. 02 | February 2023



LUMBER & BUILDING MATERIALS

The
JANUARY
2023

ASSOCIATES OF THE MONTH

DS



**MICHAEL
BARR**

SALES



**RIN
LE**

SPECIALTY



**DENISE
TRUTNA**

SERVICE DESK



**MATT
GREATHOUSE**

OPS



**ARMANDO
SOMOZA**

CASHIER



**ESMERALDA
MENDEZ**

RECOVERY



**ALONDRA
LARA-LENINGER**

MET



**LINDA
TIEMANN**

FREIGHT



**ALEX
CISNEROS**

**GOLD LEVEL HOMER AWARDED
to Heather A from SM Michael**



**DISTRICT SPECIALIST OF THE MONTH
to Todd from SASM Phil**



**BRONZE LEVEL HOMER AWARDED
to Larry from SM Michael**



**HOMER AWARDED
to Denise from DS Brad**



**HOMER AWARDED
to Rin from DS Brad**



**HOMER AWARDED
to Tre from DS Vanessa**



**HOMER AWARDED
to Bri from SM Michael and MASM Gregory**





HEATHER ARCHBOLD

- Q How long have you been with THD and what was your first position?**
- A** *In April I will have been with THD for two years. I started as an Appliance Specialist and very recently transferred to the Service Desk Lead position.*
- Q If you could have any position in the store, what would it be?**
- A** *COS because Kathy has a cute office and an ideal schedule :) or Store Manager because I want to be the boss someday.*
- Q What department would you never want to work in?**
- A** *Lot - because It's either really cold or really hot!*
- Q What did you do before working at THD?**
- A** *I was a hairstylist for 7 years and then an Assistant Manager at a casual, fine dining restaurant. Unfortunately the restaurant closed due to Covid but that's what led me to apply at THD!*
- Q What's a hobby that you enjoy?**
- A** *I love rollerskating, downhill mountain biking, camping and swimming... taking my kids outside!*
- Q What's a meal you could eat over and over again?**
- A** *I love Japanese food - I could eat Sushi and/or Ramen every day for the rest of my life.*
- Q What's your favorite part of working for THD?**
- A** *The Associates - enjoying the people you work with makes all the difference.*
- Q What's your advice to new associates?**
- A** *Stay positive, stay curious, keep it professional and don't be afraid to make mistakes because that's how you learn.*



CONGRATULATIONS Esmeralda for – [AGAIN] Being Number ONE in the District of Credit Drivers.



FES Vanessa awards cashier Tre with a Homer Award for his recent recovery!



PRO Loader and inFocus Team member, Travis Hammett



THE HOME DEPOT 101



WELCOME NEW HIRES

ALEXA RANDALL	Freight
JOHN BLEVINS	Lumber
JOSEPH VALENTINA MARINO	Cashier
MARION GOOD	Freight
MEGAN WEILER	Electrical
NAY ROBINSON	Cashier

ANNIVERSARIES

02/02	HERSCHEL S.	Cashier	10 yrs
02/02	RHONDA J.	ASM	17 yrs
02/05	PARKER V.	Flooring	4 yrs
02/05	ROB S.	Head Cashier	5 yrs
02/06	LYNN H.	Garden	4 yrs
02/08	JACOB W.	Lumber	4 yrs
02/11	LYLE P.	Plumbing	9 yrs
02/12	TALEEA W.	Head Cashier	1 yr
02/13	CARA P.	Head Cashier	4 yrs
02/19	BOB W.	PRO Sales	1 yr
02/24	JASON B.	Garden DS	9 yrs
02/25	JERRY K.	Lot	8 yrs
02/25	DEVIN M.	MET DS	12 yrs

BIRTHDAYS

02/02	ALONDRA L.	Head Cashier
02/14	JERRY M.	Electrical/Lighting
02/18	TRE P.	Cashier
02/20	COOPER D.	Service Desk
02/22	NICK K.	MET
02/22	ZACK S.	Garden
02/28	JOY C.	Head Cashier

Customer Feedback:

Employees Heather and David at customer service were great. Even assistant manager Sean was called upon to help. Found I had been misinformed previously and they helped work through this and answer my questions and resolve many other issues. Heather and David were patient about everything and definitely went above and beyond. Sean helped resolve a discount issue.



Customer Feedback:

Treyvon is a great representative to the values of the Home Depot and made our shopping experience enjoyable! He helped us with purchasing the products we had selected and went out of his way to make the experience great!



Customer Feedback:

Juana is a rockstar!!! So friendly and very helpful. I found what I wanted online but couldn't find it in the store, Juana helped by looking it up and getting an aisle and bay. Heather checked me out and was also awesome, super friendly and helpful.



Customer Feedback:

I had a return without a box. Joy and Caleb were able to help me get a credit. They were very friendly and helpful. Their customer service will be talked about by me and I will post comments moving forward about the customer service at this Home Depot.



Customer Feedback:

Caleb helped me at the paint center and put my samples together. He was nice and helpful. I received my paint samples and went on to check out. The cashiers around the self check out line were friendly and helpful, but I unfortunately don't know their names. After checking out and getting my son in his car seat I realized I forgot the paint samples at the checkout. I called in and Caleb answered and he graciously offered to run my samples outside. He went above and beyond.



Customer Feedback:

I normally don't take the time for surveys, but wanted to let you know my experience in the store today was above expectations. Cooper was the employee that made this possible. He was very friendly, helpful and informative.



Customer Feedback:

Esmeralda was very helpful in assisting us in making our purchase. One item in particular was spray paint, that would not ring up without her assistance. Thanks to Esmeralda she completed the process for us and we got back to our home project.



DIVERSITY EQUITY & INCLUSION

We strive to create a place where everyone feels at home. Here, our associates are respected for who they are and for what they can do. Our company is stronger when we challenge each other to look at situations in new ways and when we can support every customer who walks through our doors and make them feel welcome, too.

AMERICAN HEART MONTH

BLACK HISTORY MONTH

FEB 01	FEB 04	FEB 11	FEB 13	FEB 14	FEB 15	FEB 15	FEB 18	FEB 20	FEB 21	FEB 22
NATIONAL FREEDOM DAY	ROSA PARKS DAY	INTERNATIONAL DAY OF WOMEN & GIRLS IN SCIENCE	INTERNATIONAL EPILEPSY DAY	VALENTINE'S DAY	NIRVANA DAY (BUDDHIST)	INTERNATIONAL CHILDHOOD CANCER DAY	MAHA SHIVARATI (HINDU)	WORLD DAY OF SOCIAL JUSTICE	MARDI GRAS	ASH WEDNESDAY



This monthly newsletter is produced for The Home Depot store #8460 by the VOA (Voice of the Associate) committee. Editorial: Sonja Nissley. Graphic Design/Photography: Jerry Kanabel. Contributing Photography: Brad Keister, David Scott, Kim Walker and Michael Laughlin. Proofing: Sonja Nissley.

