



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. 05 | **May 2023**



# 8460 FLOORING & DECOR





FROM  
APRIL  
2023

# The ASSOCIATES OF THE MONTH



**BEST SERVICES V PLAN**  
6.40%



**BEST CUSTOMER SERVICE**  
90.9% LTSA 89.1% GET  
92.69% OSAT



**BEST CUSTOMER SERVICE**  
92.4% LTSA 89.9% GET  
92.04% OSAT



**Q** **A**



**WARREN OLVERA**

- Q** How long have you been with THD and what positions have you held?
- A** 16 Years. Flooring, Pro Desk, Electrical and Hardware.
- Q** What did you do before working at THD?
- A** 7up Companies - Responsible for 12 Midwestern States.
- Q** What hobbies do you enjoy?
- A** Golf.
- Q** What's a meal you could eat over and over again?
- A** Italian.
- Q** If you could go anywhere for a vacation, where would you want to go?
- A** Florida.
- Q** Who has influenced you the most in life?
- A** My Football Coaches in High School and College.
- Q** What's your advice to associates?
- A** Enjoy what you do, always strive to do your best.



**Robbie Patolo's 20th Anniversary Celebration**

**Kelly Connors District Manager**



**Sam Gilliland and Jordan West Service Desk Associates**

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



**Sammie Rincon-Vega Garden Associate**

**THE MULCH PIT**



**OPPORTUNITIES OUTSIDE THE STORE Large Equipment Repair**

**Former 8460 Tool Rental Associate - Nik Shiner is now a MST - Mobile Service Tech for the District**



**Garden Associate Lorie Burnett Pro Associate Cara Purdy**

**SAFETY Celebration**



# SPRING @ 8460

Photograph by Garden Associate Kim Walker



## Customer Feedback:

Associate Corey helped me load 40 bags of mulch into my truck. He was fast and friendly. He even stacked the bags neatly.



## Customer Feedback:

The customer service is top-tier. Wonderful workers always ready to help. I think the only thing that needs improvement is having more employees. Other than that, we enjoy coming to this store. They're always open and friendly. The employees at this Home Depot always stop what they're doing to help a customer. Special thanks to Caleb and Matt for their help with purchasing my storm doors.



## Customer Feedback:

Heather at the return desk helped us go through each box of flooring to check for damage before we took it home. She has helped in the past. Always patient and kind. She took the time to re-order the flooring before we left. Denise in flooring, had been helpful also. David, not sure what department he works in, has reached out by phone consistently to see how we're doing. Exceptional proactive customer service.



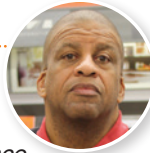
## Customer Feedback:

Telse and David were amazing helping me with some returns I had that were past the return dates. They both went above and beyond to help me and were extremely nice and compassionate for the time it took to complete the returns. Telse and David went way beyond expectations when they didn't need to. Customer service like that, sadly doesn't exist anymore!



## Customer Feedback:

Robert Blaylock in the appliance department greeted me right away and guided me through the display of refrigerators. Robert was very knowledgeable. I was very satisfied with this trip and will definitely purchase other appliances from this store.



## Customer Feedback:

Esmeralda made eye contact before I even made it to self check out. Then she took the time to scan my items herself. She's a keeper!



## WELCOME NEW HIRES

<b>AUTUMN POWERS</b>	Deliveries
<b>BRETT GRADINGER</b>	Cashier
<b>CARIE HOLSTED</b>	Cashier
<b>ERIC KINLEIN</b>	Garden
<b>JARED MORRISON</b>	Tool Rental
<b>MARK REINHARDT</b>	Lot
<b>RYOMA PHILLIPS</b>	Garden Recovery
<b>SHELDON ALCANTRA</b>	Deliveries
<b>TOMMIE MILLER</b>	Cashier
<b>WILL MARTINEZ</b>	Cashier

## BIRTHDAYS

05/01	<b>JORDAN W.</b>	Service Desk
05/10	<b>LYLE P.</b>	Plumbing
05/12	<b>VALENTINA M.</b>	Cashier
05/15	<b>TELSIE S.</b>	Service Desk
05/21	<b>STACY M.</b>	Receiving
05/26	<b>KENNETH W.</b>	Packout Team
05/27	<b>NORIA G.</b>	Tool Rental
05/30	<b>DANIEL K.</b>	Kitchen and Bath

## ANNIVERSARIES

05/05	<b>LAURA T.</b>	Garden	3 yrs
05/05	<b>ROXANNE B.</b>	Head Cashier	11 yrs
05/09	<b>BRIAN B.</b>	Tool Rental	25 yrs
05/13	<b>JUANA M.</b>	PRO Associate	9 yrs
05/13	<b>NICK S.</b>	Lumber DS	8 yrs
05/13	<b>TODD M.</b>	Millwork	32 yrs
05/16	<b>ESMERALDA M.</b>	Cashier	6 yrs
05/28	<b>RON M.</b>	Receiving	9 yrs

# 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.

ALS AWARENESS MONTH	HAITIAN HERITAGE MONTH	MAY 5 CINCO DE MAYO	MAY 17 INTERNATIONAL DAY AGAINST HOMOPHOBIA, TRANSPHOBIA AND BIPHOBIA	MAY 21 WORLD DAY FOR CULTURAL DIVERSITY FOR DIALOGUE AND DEVELOPMENT
INDIAN HERITAGE MONTH	JEWISH-AMERICAN HERITAGE MONTH	MAY 22 VICTORIA DAY (CANADA)	MAY 23 DECLARATION OF THE BAB (BAHA'I)	MAY 29 ASCENSION OF BAHU'LLAH (BAHA'I)
MENTAL HEALTH MONTH	NATIONAL ASIAN AMERICAN AND SOUTH PACIFIC ISLANDER HERITAGE MONTH			MEMORIAL DAY
OLDER AMERICANS MONTH	SOUTH ASIAN AMERICAN HERITAGE MONTH			



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: Gregory Grant, Kim Walker, Phil Green and Sonja Nissley. Proofing: Sonja Nissley.

