



Sign up customers 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: Robert Large

Vol. 2, No. 12 | December 2016



Christmas

At the close of another year, we gratefully pause
to wish you peace, health, and happiness.

DS SPOTLIGHT

Danielle Peterson / Tool Rental-Repair DS



Danielle is brand new to our THD family. Before coming to Home Depot she worked for five years as a marine biologist for NOAA, and, before that, she was the Director of Marketing for United Way for sixteen years. She is originally from Wichita, Kansas, but her favorite place she's ever lived is Charleston, South Carolina.

Danielle's favorite place to visit has been Burberry, Australia. If a baby goat and a piglet got into a fight, she's sure that the kid would win. Danielle's favorite holiday always changes, but, for right now, her favorite holiday is Thanksgiving. Her favorite hobbies include painting and water sports.

If Danielle won the lottery, she would give twenty percent to charity, ten percent to her church, and another set percentage to friends and family. She would make one big purchase for herself and then save all the rest. Danielle's favorite animals are dogs and dolphins - she plans to get two German Shepards soon now that she's settled in Kansas City. Danielle's advice to new associates would be to be yourself, ask questions, and do your best, and she thanks everyone for graciously welcoming her into our 8460 family. ■



Customer Feedback:

I walked in with a list of items I needed and a girl named Nadine helped me find Christmas. She noticed I had quite a long list. We talked about me going out of town for several weeks so I needed to get everything in one visit. She insisted on helping me find everything. I have to say I was so grateful for her help. She explained what some of the items were, when I had no idea what they were and made sure I got the right items. I know I took about an hour of her time. What a great store!



Customer Feedback:

We went to your store opening on Black Friday. When the doors opened one of the workers guided my 70 year old mother by hand to the toolboxes she was looking for. I also found Joe, who helped me find the ladders and he offered to carry it all the way to the front of the store for me. He also personally helped me find the train and pillows on sale. I asked Joe about the pillows. He went and got four of them all in different colors for me to pick from. My mom and I just felt that everyone was so supportive, helpful and chipper on Black Friday. I have never experienced so much support and people being friendly at 6 AM on a big shopping day. My husband went back on Saturday to pick up items on will call and he also said everyone was so helpful, nice and attentive even when they were crazy busy. We definitely felt that customer service was number one at your store!



Customer Feedback:

I usually shop at this Home Depot, and for years, have taken my daughters to the Kid's Work Shop (over 50 times). It is always a great experience and the staff is always helpful and friendly!



Customer Feedback:

Tim in your tool department was extremely helpful and provided me with an idea on how to complete a project easily that I had not thought of. We need more people like Tim, not overbearing, just approachable, knowledgeable and helpful!



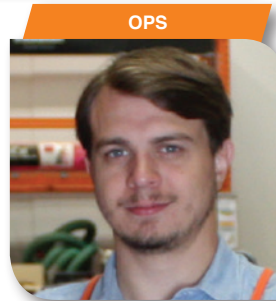
ASSOCIATES OF THE MONTH • NOVEMBER 2016



Rhonda Jurgensen



Tom Nixon



Brandon Damon



Ron Malone



Paula Andres



Autumn Boyle



Customer Feedback:

Please recognize these two individuals including Jerry. I visit your store because I know Jerry is usually there to help me. Dale and Brandee were definitely good substitutes for Jerry. I just hope they continue to be happy at Home Depot so that my needs are met as a customer. Jerry, Dale and Brandee represent your store in such a professional way. Not all home improvement stores reflect this attitude. Your store must be doing something right.





Phillip Scherer

For the past several weeks, Phillip has filled in as acting Operations Assistant Store Manager.

Q How long have you been with THD?

A 8 years and counting.

Q What was your first position with the Company?

A Cross-Merchandising Associate. This position no longer exists. I was basically in charge of end-caps, clip strips and driving sales outside of the home location.

Q What did you do before THD?

A My first job, at 14 years old, was de-tasseling corn in the fields of Iowa. I got my first taste of merchandising stocking shelves at a convenience store that I worked at through high school. After School, I was a department supervisor of soft-lines and furniture at Wal-Mart. Shortly before I turned 21, I was recruited to outside sales and service calling on Home Depot and small hardware stores. I spent 9 years working for four different companies in the sales and service industry with 90% of my responsibilities related to Home Depot. When I came to Home Depot I was very well acquainted with the HD culture and business. I truly was skeptical when I was hired, but three months in wished I had put on a apron much earlier.

Q How would you describe your management style?

A It all starts with leading by example, having fun and making sure your direct reports "like" you. People who like you will work for you. Being a manager also requires making hard decisions and holding yourself and others accountable. My commitment is to always ask myself two questions: Am I doing the right thing? Am I being a good person? Finally, there is gray area in any business, but I think it is best to live in the black and white as much as possible.

Q What's a hobby that you enjoy?

A Cycling has been my most enduring passion outside of work. Every year, for the past 4 years, I have done a week long ride across Iowa called RAGBRAI.

Q What has been your favorite vacation and why?

A Moab, UT. It is like visiting another planet. It should be on everyone's bucket list.

Q What city have you enjoyed living in most?

A Kansas City all the way - even though I am an Iowa boy.

Q What's your favorite sport and sports team?

A Kansas City Royals!

Q If you won the lottery, what would you do with the money?

A Depending on how much, it would rang from paying off our mortgage and adding on to our house to opening a community based urban winery in my hometown of Excelsior Springs using vacant lots as vineyards and giving jobs to people in need.

Q If you could have any position in the Company, what would it be?

A I want to be a store manager one day, but I think my experience would fit well with the Regional Merchandising Manager Role as a long term goal.

Q Who has been a role model for you in your professional life? How so?

A This is a tough one because their have been SOOO many people who have led me to where I am. I worked for Scott Walton in my store service days. He had a way of leading from a point of kindness but never loosing sight of expectations. He now works for Home Depot on the MET side. Mike Hinck was a big part of it. Mike was my store manager at 2201 in Olathe and moved to 2202 in Merriam. I had a cushy Mon-Fri,

cross-merchandising gig at the time and he recognized my potential. One day he came back to Olathe and just said "I can tell that you are bored why don't you come to Merriam and be my D25 DS" I thought about it later and realized he was dead right. Later Mike became the DM on the MO side and he periodically would check in on me and ask how things where going. Another person is Jordan Olson who was my Store Manager when I was a DS at 2201. One day Jordan and I where discussing management styles or something that had happened. He told me that he absolutely agreed and that I needed to remember that when I became a Store manager. It caught me by surprise and gave me the confidence to begin my push to get promoted.

Q What advice do you have for new associates?

A I would pass along the advice Frank Blake gave me when he spoke to my class at HDU. "It hurts a lot less to push the arrow through, than to try and pull it out". We don't always agree with the direction that our company takes us, but the best associates do every thing they can to take what we are given and make it thrive. I would also go back to an earlier question and repeat myself. Lead by example, have fun and be likeable. ■





Customer Feedback:

Chris, your supervisor in flooring, was very helpful with our purchase. He was very knowledgeable and explained everything. We were able to understand what he told us and we walked away with a pretty good feeling. He also told us about his co-workers, Jim and Cheryl, and how knowledgeable and experienced they are about flooring. I won't hesitate to come back again.



Customer Feedback:

Amanda at the customer service desk was in such a good mood. I needed to pick up an order that was under my husbands name, so she placed a simple call to him to verify that I could pick up the item. She was hilarious and assisted me with speed and efficiency, while maintaining a smile the entire time! Way to go, especially on a busy Black Friday.



Customer Feedback:

I went to Lowe's and needed help, but they did not seem to care. I went over to your store, and Harvey went out of his way to help me and I got all the stuff I needed. Harvey was very nice, friendly and knowledgeable.



It's time to sign up for your 2017 Hidden Health Risk Screening

The 2017 on-site Hidden Health Risk Screening events will take place between January 3 and January 27. The screening is free for associates and their spouses who are enrolled in a Home Depot Medical Plan in 2017. Associates who are not enrolled in a Home Depot Medical Plan can participate in the screening at a discounted rate of \$45. Free blood pressure checks also will be available for all associates.

For information on signing up for the on-site events, Go to livetheorangelife.com/HHRS > 3 Ways to Complete Your Screening > Option 1: 2017 On-site Screening Events. There is a sign-up sheet in the break room.

Associates who enrolled in a Home Depot Medical Plan and elected to participate in the 2017 Healthy Living Credit program must complete the OrangeLife Questionnaire prior to screening.

NEW HIRES

ALVO REYES - Cashier
DANIELLE PETERSON - Tool Rental DS
JOE SAUNDERS - Receiving
JUANITA HOLBROOK - Cashier

ANNIVERSARIES

12/01	DENNIS A. PRO Associate	19 yrs
12/05	VIKKI K. Customer Service Associate	2 yrs
12/17	AYNSLEE R. Sales Associate	3 yrs

BIRTHDAYS

12/03	BRIAN H. Department Supervisor
12/07	CRAIG H. Sales Associate
12/14	BRANDEE B. Cashier
12/20	ALEXIS S. Freight Team Associate
12/21	CHERYL L. Sales Specialist



**JOB OPPORTUNITIES
Hourly Positions**

DEPARTMENT	JOB TITLE	#	FT	PT
Appliances	Appliance Sales Associate	1	Y	N
Special Services	Customer Service Associate	2	Y	Y
Special Services	Customer Service Greeter	1	N	Y
Hardware	Dept Supervisor	1	Y	N
Packout Team	Freight Team Associate	1	N	Y
Deliveries	Order Fulfillment Associate	1	N	Y
Lot	Pro Lot Loader	1	N	Y
Tool Rental	Sales Associate	1	N	Y
Blinds/Wallpaper	Sales Associate	1	N	Y
Millwork	Sales Associate	1	N	Y
Garden/Seasonal	Sales Associate	1	Y	N
Paint	Sales Associate	1	N	Y
Lumber	Sales Associate	1	Y	N
Cashiers/Refunds	Cashier	2	N	Y
Lot	Lot Associate	2	N	Y
Office	Merch Exec Assoc NTR	2	Y	Y

