

WEEKLY MEETING UPDATES

Monday, November 18, 2019 Edition

It's Monday already!!! Good Morning and we hope that you all had a good week and that you are getting ready for the approaching Holidays. The Holiday buying season will really start this week for Thanksgiving. We hope that all associates take note of what our Holiday Hours are at each store. You will get phone calls at the store as the Holiday approaches as to what our Holiday hours are. Please make yourself familiar with the hours.

Linda Grissinger at the Savanna store is very good about sending me notes regarding customer comments and - both positive and things we may need to work on. This morning I had a note on my desk regarding Walter an associate who works in the produce department. Walter who is quiet in nature, was asked where the "Charcoal was", and Walter walked the customer all the way to the front of the store to show the customer where it was located. Great Customer Service Walter! Linda who also does phenomenal customer service took it to the next step and put it over the intercom what great customer service Walter did! **Kudos** to both Walter and Linda. Customers really appreciate the extra steps!

Intercom Announcements: Sullivan's Foods encourages intercom announcements promoting different promotions, sales, and positive reinforcements. If you have that radio voice, or you enjoy making up commercials - we would love to have you help us with our intercom announcements! We like to hear at least one intercom announcement every 15 minutes at all stores. They are fun to do and put some excitement in the stores.

Store Facelifts We are hopeful and thankful that we are heading into some warmer weather this week. We have three stores we are still trying to get exterior painting done. We believe that if weather goes as predicted Freeport, Mendota, and Princeton will all be sporting a new look! We are extremely excited to see the finished products!

Reminder that the **Cookie Walk** at the stores will be Friday, December 13, Saturday the 14 and Sunday the 15.

12 days of Christmas Videos - We again are doing the extreme hot buy with one item for the 12 days before Christmas. We have asked store managers to get individuals involved in making the 30 second videos for the items. I know that sometimes people might think I'm a little crazy ... but I have to believe that we have some musicians/vocalists at the stores. I would love to have a store do a singing of a Christmas song - that is in the store... like sitting on top of the cash registers or doing something fun like with the grocery cart etc... Do we have three or 4 people in a store that can sing: We wish you a merry Christmas or a selected fun Holiday song that we can start and end our 12 days of Christmas with??? Please let your store manager know - or call me on my cell at 815-718-3632.

Produce this week - our wow item this week will be large Halo's for \$3.48. We will also have ocean spray cranberries for \$1.88 and whole and cored Pineapples for \$2.99.

Reminder that Christmas Evergreen Roping and Christmas trees are to be rung under Lawn and Garden.

Each **store** is to be putting out a **local holiday promotion** for your local food Pantry/Toys for Tots, or Glove Tree. If you are interested in helping to promote and work this let your store manager know.

Have a great week!