



**April 2011**

Metro News is proud to showcase the following achievements.

**In Mastery**, a dedication to personal excellence

**Debbie Brake**, Customer Care Representative

Debbie helped us with some wholesale returns and a few invoicing items and helped the week go a little easier. We were able to get through the week without a hitch.

**Debbie Brake**, Customer Care Representative

Debbie was very helpful and cooperative this week in helping us with running reports while Pam was on vacation. Her extra efforts ensured we made proper deliveries and provided customer satisfaction.

**Dave Facini**, ONS Sales Representative

I recognize Dave for a job well done last week as we were short staff. Through his effort and extra time we were able to run all our reports allowing us to make all our deliveries thus satisfying our retail customers and publishers.

**Gino Iantorno**, Regional Account Manager

Gino, on very short notice, went the extra mile to get to Bancroft and complete a Foodland set up this morning at 6:30 (Friday, April 29<sup>th</sup>). Considering that we did not receive the advance notice for a new store opening from the retailer, Gino and Metro News went over and above to make this customer happy.

**Tania Spencer**, Systems Administrator

I would like to recognize Tania for all her help running packing slips, invoices and reports for ONS and going the extra distance this week.

**Tania Spencer**, Systems Administrator

Tania went the extra mile to ensure we run and obtain all necessary documents to make our deliveries and satisfy our customers while Pam was on vacation.



## In Chemistry, a dedication to teamwork

### **Leslee Galati**, Book Buyer

I sent Leslee the following note upon learning she was leaving her buying position for a customer service position.

Hi Leslee, I'm not really saying goodbye because I'm sure our paths will cross again but I do want to tell you how much I think of you and how much I enjoyed working with you. You came into a totally disorganized buying department with no experience and no mentor and brought it under control and professionalized it. Publishers were suffering mightily because of the chaos that reigned at Metro and they should be as grateful as I am for your efforts. But much more than just that, I think you did it the right way. It was fun and good spirited and I had a good time and I hope you did too.

Your contributions will be long remembered. I know you will be successful in whatever you do and I wish you good fortune and good times going forward.

### **Domenic Talotta**, ONS Manager

Domenic maintains a harmony among Employees that gives them the urge to go the extra mile to complete a task.

### **Valerie Walmsley**, Magazine Buyer

Valerie has consistently supported logical magazine distribution reviews with resourceful work needed to efficiently test a title's potential for optimum sales.

## In Ingenuity, a dedication to continuous improvement

### **Annette Giardinazzo**, Credit & Collections Supervisor

We are currently having account concerns with Metro News. Annette's involvement with us has been timely, caring and detailed. Her genuine care for our business and years of relationship with Metro News is evident in her interactions. We hope to resolve our account concerns as soon as possible with the support of Annette.

Thank you Annette!!

