



April 2007

Metro News is proud to showcase the following achievements.

In Mastery, a dedication to personal excellence

Diana Coscarella, NBS Product Handling

Diana is continuing to be the leader in the Receiving Department. Her dedication and willingness to succeed has made Diana a true leader and valuable employee. Her commitment to NBS has driven changes and encouraged others around her to do the same. Thanks Diana!

Kim Gosse, Accounts Receivable Supervisor

Kim works very hard on behalf of our Agency and is very much appreciated. Thanks Kim!

Kim Gosse, Accounts Receivable Supervisor

Kim is great to work with, and we can always rely on a quick response from her. Kim works very hard on our Agencies behalf, and we greatly appreciate her efforts.

Kim Gosse, Accounts Receivable Supervisor

Kim has such a keen understanding of the accounts receivable system that she is able to come up with creative ways to handle a variety of issues that come up with specialty retailing. She has been able to increase the productivity of all within her department who take the time to learn from her experience.

Desere Ross, ONS, Subscription Administrator

Desere developed a billing system enabling ONS to bill and keep records accordingly for the delivery service of EYE weekly and deliveries we provide to Torstar (TDS) for the Gateway subway locations. Desere also took on the responsibility to process these billings on a weekly basis. Thanks to Dez for the initiative.

Shannah Taylor, Customer Service Representative

There are so many events that will be hard to recollect but whenever I need things which are difficult or out of the way help, it's Shannah who I think of first. I think she has great skills. I am known at Metro News for picking up weekly re-orders. Yes, I am talking about weeklies which are not reorderable but Shannah gets them for me at your warehouse and I go and pick them up when there is a sensational cover article and I get sold out in two days. She makes every effort to get my reorders whether it's a weekly or monthly. She has all the traits whether you call it Mastery, Chemistry or anything. In short, she is a great combo and I think Metro News is lucky to have an employee like Shannah Taylor.

Valerie Walmsley, Magazine Buyer

I have known Valerie for many years and she is extremely easy to work with and goes above and beyond what is expected all the time. Many times I have asked her for allotments/information the last minute and she always comes through. In my opinion Valerie truly deserves this award.



In Chemistry, a dedication to teamwork

Iryna Fesan, Customer Service Representative

I would like to recognize Iryna because she is a competent representative in the department. She has shown outstanding customer relations. Her beautiful voice and positive attitude makes my day happy and I wish our other suppliers would be as professional and kind as she is. Metro, you have a fine employee with Iryna.

Shannah Taylor, Customer Service Representative

Every week I deal with Shannah with regards to the ordering process whether it be adding or removing some products from my order. She is very helpful, and it seems to me that she puts 100% of her effort into her job. I would just like you to know that you should hire more employees like Shannah. Thanks Shannah!

In Ingenuity, a dedication to continuous improvement

David Facini, ONS Sales Representative

With the launch of EYE weekly, Dave had to adopt a different work schedule. He was required to work nights, evenings and be on call as required. My compliments to Dave who adapted well and contributed to the success of this launch. He was a great asset to have out in the field to ensure boxes and customers were serviced and in some cases he was also required to actually service accounts. Thanks for the extra efforts Dave.

