



August 2010

Metro News is proud to showcase the following achievements.

In Mastery, a dedication to personal excellence

Melissa Boscarol, Director Magazine Promotions

The Publishing industry has gone through a difficult time and for many titles is never an easy battle, due to so many competitive titles. Creativity becomes important. So when Chatelaine increased its promo spending so that we could seek promotions that could bring more unit sales, it was vital to find a chain with potential but most importantly with promo space to book every issue. Costco was the best option. Melissa was able to secure Costco feature pocket for every issue. After all the contracts have been signed, the BA's released, it was decided to add Costco to the bonus recipe cards offer. This meant changing every contract to reflect the new UPC information in the system and inform all wholesalers. Not an easy task when there are so many players involved. On top of that, we really wanted to make it work, so we asked if Costco would allow us to place a sign in their stores. Melissa was able to get it approved. Now we had to print and deliver the signs before she left on holidays. We were a bit late so Sybil took the responsibility and coordinated all the shipping, so stores would get the signs on time for the promotion. Sales for the first issue with the recipe cards offer increased an outstanding 84% versus the previous issue. The second issue saw an increase of 55% over average sales. The plan was to run this offer as a test for 3 issues, but due to these sales results, it will continue for the rest of the year. This would have not been possible without Melissa & Sybil's effort, support and incredible team work.

Thank you both from the Retail Team at Rogers!

Jose Cabrera, Audit Representative

I would like to recognize Jose who has been of great assistance in coordinating some last minute in store audits and assisting credit in identifying offenders. Jose has demonstrated a great passion in the work that he does and continues to have Metro's best interest at heart.

Keep up the great work Jose!

Sandy Dookia, A/R Representative

Sandy has been very helpful in doing collections for the Subscription Accounts for ONS.



Sandy Dookia, A/R Representative

Sandy displays the dedication to excellence in everything that she does. Over the past year and a half, Sandy has truly become a 'jack of all trades'. Being a quick learner she has been relied upon to "sub in" for many of her co-workers, learning most of the responsibilities around the accounting department. She strives to do her best to ensure whatever task she is completing, she is completing with attention to details and professionalism. Whether it is an AR task, ONS task, Cash Office task... and the list can go on, Sandy has always been there to support us and will always do her best to ensure the job is done completely and properly.

Thank you Sandy and keep up the great work.

Sandy Dookia, A/R Representative

Sandy's willingness to take on any new project or mundane task without complaint makes her a pleasure to work with. This year has seen many changes with Sandy's daily routine, but she has been quick to adapt to master each new task. Whether it is taking on accounts from Accounts Payable or helping ONS with their billing, she has taken each on without complaint or hesitation. She is truly a team player extending her reach to all those around her. Along with her growing knowledge of each department, her attention to detail and accuracy makes her an excellent choice for the category of Mastery.

Good Job Sandy and thank you for being such an inspiration!

Maggie Kwan, Unix System Administrator

During a week where I was required to cover off a vacationing Ron Large and perform the print room duties, I was left with inadequate and very lacking instruction. To compound the situation, there was a problem with one of the client invoice files and this put our deadlines in jeopardy. After contacting Maggie, her help was invaluable resolving this situation. Even not having ever performed this function, Maggie's knowledge of the system, business and processes allowed her to sort out all of the problems I faced and was essential in getting the invoices and statements to the fleet departments in a timely fashion.

Thanks for your help Maggie.



Sybil Gomes, Admin Assistant Magazine Promotions

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Thank you both from the Retail Team at Rogers!

Sharon Quintal, Credit Representative

A people person, that is in the right place who can resolve issues without much ado. Sharon would do much better if given a challenging position with the right incentive.

Keep going girl!

Clare Wilson, UPC Coordinator

I know her job is a difficult one, and she has shown a really high level of competency in her every day tasks. Clare is also a complete pleasure to work with!



Jade Vincent, Credit Representative

I would like to take the opportunity to recognize Jade in the category of Mastery. Jade was recently presented with the task of preparing for an upcoming Petro Canada meeting. Jade prepared herself with an abundance of knowledge and was readily able to illustrate our terms, processes & our current challenges with this chain. Jade has also accepted the role of taking over all Petro Canada locations and will work very closely with them to rebuild a positive working relationship & partnership.

Jade continues to demonstrate a high level of professionalism and efficiency in all that she sets out to do. She is always up for new challenges and has continued to maintain her "go-getter" approach.

Your efforts are very much appreciated.

Keep up the great work & enthusiasm!!!

In Chemistry, a dedication to teamwork

Ruth Allan, Office Administrator

Ruth has always been helpful to Ontario Newspapers Services even though she does not work for Ontario Newspapers Services. She always lends a hand when needed; sometimes you do not even have to ask her.

David Facini, ONS Sales Representative

I would like to recognize the superb job that Dave Facini did during the week of the G8/G20 conference that was held in Toronto. He had back up plan after back up plan in case we ran into security issues throughout the week for delivery of Financial Times to Hotels, with hawkers and to the hotel resort in Huntsville, Ontario. He was able to coordinate last minute changes/adjustments with all the drivers and supervisors that work all hours at night. His rapport with these folks was fascinating to observe. I observed this for an entire week each night we were out at the warehouse. He coordinated 63 deliveries to hotels, lined up hawkers that did a very nice job and worked out getting copies into the hotel resort in Huntsville even though security would not let us in. I know a lot of planning went into this and he was open to any suggestions that I gave. I just want to say "Thank You" and appreciate the dedication and commitment David has to please a customer like myself.

Thank you!



Barb Gomes, Book Coordinator

Barb is a lovely person. She has a natural way of making people laugh and is filled with so much wisdom & knowledge of encouraging information that can help you personally and professionally. This mannerism makes it easy for anyone to come to her for advice or to learn something new about books or Metro News. She is diligent and works hard long hours to get the job done despite the many pickles that may come up in between her tasks and maintains calmness and is able to laugh at it, which she has taught me. As she says in times of distress for others "This too shall pass". This always lightens the mood. I always went to her for advice on books when I was in Customer Care and she was always helpful and accurate with all the details she looked into for me on behalf of the merchandiser and I thank her for making that time for me knowing how busy she is. I think she is a "model employee". Barb has a phenomenal sense of humor that just lifts the spirits within Metro and an attitude that the people find contagious and I am glad to be in the same department as her – she makes everything better.

Maggie Kwan, Unix System Administrator

"I would like to nominate Maggie Kwan for her efforts and devotion to ensure that we receive our data in a timely fashion. Even when on holidays, she took the time to inform me that she would tend to my information request immediately upon her return to the office. This info is important to us for budget forecasts. Maggie is reliable and shows true interest in our needs to meet our deadlines.

It is much appreciated; thanks again!

Tania Spencer, System Administrator

I would like to recognize Tania for her continuous support and patience.

Tania has a super funny sense of humour that can leave you in stitches for hours. She always goes out of her way to make incredible goodies for the office just because she enjoys knowing people appreciate her efforts. She works hard and takes her job seriously and helps out when she can. She is not only a part of IS she is a part of everyone's department and it wouldn't be the same without her!



Domenic Talotta, ONS Manager

I just want to thank and recognize Domenic Talotta for a job well done during the G8/G20 summit that was held in Toronto. The Financial Times relied on his expertise to facilitate what an important advertiser wanted to accomplish, which was visibility. His suggestions paid off and everyone at the Financial Times and the advertiser himself were very pleased. Domenic has rapport with his staff that is nothing less than first class. He is a key component of the reason we keep coming back and doing business with Ontario Newspapers. Relationships are so important today and we have nothing less than the finest relationship with Domenic and his staff. The Financial Times really appreciates and values this relationship/partnership that we hold with ONS.

Thanks on a job well done!

Shannah Taylor, Distribution Coordinator

Shannah maintains a cheery disposition while providing attention to detail along with customer service in a quick and professional manner.

Clare Wilson, UPC Coordinator

Clare has been a great support to the Customer Care Team. She has gone above and beyond to make sure that she is available to the Customer Care Department, doing things outside of her job description to alleviate some stresses we are dealing with as we have new procedures, new employees, and short staff situations. She has helped train in our department and even done distribution requests when we are flooded with calls. Clare is always reminding us to ask if we ever need any help, which we have and she has always come through with a smile on her face.

Clare Wilson, UPC Coordinator

Clare has been instrumental in helping Customer Care with their overload of work after losing and gaining an employee. Clare is always there to help with a smile and a helping hand. Thanks Clare!!!

Customer Care appreciates you!!"



In Ingenuity, a dedication to continuous improvement

Kim Gosse, Accounts Receivable Supervisor

No matter how incompetent my staff can be, Kim always has patience and helps pull them through their crisis.

I personally have worked with Kim for several years now and she is irreplaceable.

Jade Vincent, Credit Representative

For the past few years, I have had problems ensuring my accounts were balanced with CMMI. Jade has helped in fixing this problem and creating a new method to ensure that this will not happen in the future. She is very helpful and pleasant to work with.

She is an asset to Metro News.

