



## February & March 2008

Metro News is proud to showcase the following achievements.

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

#### **Rick Boucher**, In Store Merchandiser

I was visiting at retail and checked the Wal\*Mart in Burlington. I was very impressed with the job done at checkout. I did not find a single pocket violation. This includes Digest which is often a problem. After looking over the checkouts I went to the main line where I met Rick Boucher of Metro/CMMI working the rack.

I would like to compliment Rick on the job he is doing. Merchandising is an important function and Rick does a superior job. He has an in-depth knowledge of the titles he works. Nice work Rick!!!!

#### **Annette Giardinazzo**, Credit Supervisor

I am an Area Retailer Licensee for Petro Canada. I have 8 locations so far, and have been with Petro Canada for the last 17 years. I have several issues for my sites. 1 - I have taken over the site where the account has been blocked because of previous retailer; 2 - I have not received my credit for one site since December 14; 3 - I have some outstanding amounts which belong to 2005 and the last one - I have not received products for one of my sites for over three weeks.

When I e-mailed all of the above issues to Annette, she replied within a few hours. 90% of the issues were resolved and the last one was resolved the next day.

I am in the service business and this is outstanding and she is a big asset for any organization.

Thank you very much Annette!!!!

### **In Chemistry**, a dedication to teamwork

#### **Ray Tsang**, Systems Analyst

Ray is not just an important part of the IT team, he is important to every team within our Company. Ray spent hours modifying a file that in turn saved us from having to spend countless hours doing a manual process. For those of you who don't know, Ray has a great sense of humor; you just have to bring it out.

