



January 2007

Metro News is proud to showcase the following achievements.

In Mastery, a dedication to personal excellence

Gabriela Slaninova, NCompass Coordinator

I met with a new Auditor and asked about the support received from Gabi regarding this person's initial contact and training. I was told that Gabi not only provides all the necessary information to start in this position as an auditor, but she also replies in a timely matter addressing each question and concern in detail. I was told that "a blind man can follow her directions".

This attention to detail is crucial to the success of this division, as well as the open lines of communication. Gabi, you make it easier for the rest of us! Keep up the good work!

In Chemistry, a dedication to teamwork

Gino Iantorno, Regional Sales Representative

For many months now, Wal-Mart Square One (in top 5) has been dragging our merchandiser into the receiving process. This process would have cost us over \$2,500/yr. Gino leveraged his relationships at this store to remove our staff from helping them and resultantly eliminated the cost while still keeping a solid relationship with the store (so needed at this flagship store). Thanks for your help Gino!

David Facini, ONS Sales Representative

Didn't know if this is Chemistry or Ingenuity but, I just know that he helped us out immensely when we had neglected to order additional Wall Street Journals for one of our big clients in Toronto. It saved our hides and we couldn't have connected with anyone better. Dave got it done and we looked like heroes. Thank you!

Helen McCutcheon, NBS Account Manager Public Libraries

I received a box from Helen during the Christmas season filled with wonderful treats and a Christmas Card. I have never received anything like this before Helen came on board with NBS. I also received a phone call introducing herself to me when she first started. At first I was very confused because I had never talked to a representative before as I always dealt with Customer Service, but Helen's call was very friendly and welcoming. I may be a small customer but Helen made me feel very important. Thanks!

Tony Onisko, NBS Sales Representative

It is difficult to choose just one of these traits that Tony Onisko excels at, as he truly does exemplify each of them. After long deliberation, I selected Chemistry. I have never before encountered a sales representative from any company with such a positive reputation and high level of respect as Tony has throughout the Edmonton area, and I believe this is mostly attributed to his amazing chemistry with people. Every library staff member I talk to, within a multitude of area districts, sings his praises. When I started in libraries my colleagues told me to order from NBS because "Tony is amazing." This praise is a direct result of his natural talent for understanding and getting along with people and his sincere interest in making and keeping his customers happy. He is truly dedicated to providing good service and will go out of his way to get a customer what they need or want. (I know of many examples in my district where late night and early morning faxes and e-mail! List of Take-Away Preview Forms were received and processed right at deadline without any sign of it being an inconvenience.) It is obvious that a good relationship and high level of trust with all customers is a priority for



Tony. As a personal example, I would like to mention that Tony was a life-saver for me at my first job with Edmonton Catholic. I walked into a junior high library that hadn't purchased new resources in a very long time and had an unstable, but at times plentiful, budget that year. I called Tony, as my colleagues recommended, and he came out and helped me go through all of the different ways to order, provided me with catalogs and lists, told me about award winners and newly released items, and skillfully handled all of my frequent, mostly small, orders (necessitated by inconsistent budgeting.) He answered all my questions, checked up on what I asked for, and seemed to anticipate my needs before I even recognized them myself. During that experience I learned to both trust and respect Tony a great deal. Over the years, and now working in a consultant capacity, I have come across many different vendors and sales reps. I now recommended my schools purchase materials through National Book Service, even though they may be at a slightly higher cost than a competitor, solely because I know that Tony will track the order personally if needed, attend to any problems immediately, and provide any other assistance required without hesitation. No other sales reps I have come across in any industry will do that, at least not to the extent and with the same ease that Tony does. I believe he truly deserves this award.

Desere Ross, ONS Subscription Administrator

During the Holiday Season while we had a key staff member off on vacation for two weeks. Desere did a tremendous amount of work in handling both jobs. Desere was able to provide the department all reports necessary so that we can successfully make all deliveries and provide both the publishers and our customers with appropriate reports. Through her dedication, expertise and additional efforts got us through this busy time with great success and no problems. I'd like to compliment her on a great job performance.

In Ingenuity, a dedication to continuous improvement

David Facini, ONS Sales Representative

We called David with a panic request to get The Wall Street Journal copies delivered to a Toronto client the same morning that we called. David was able to rally and get us nearly 60 papers which made us and our client happy. A great effort! Thanks!

Shannah Taylor, Customer Service Representative

Shannah is always striving to create new ideas and think up ways to improve the department. I have never seen anyone so enthusiastic and thoughtful about creating new procedures and documentations. It's refreshing and motivating both personally and for the department. Thanks Shannah, and great job!

