



January 2010

Metro News is proud to showcase the following achievements.

In Mastery, a dedication to personal excellence

Sandy Dookia, Accounts Receivable Representative

Recently, Sandy has had the challenge of reducing an outstanding balance Metro has with a large chain. Sandy did an effective job of identifying various discrepancies and sorting them by cause. She then learned who the best contacts were within the account to handle various targeted problems and kept track of the statuses of the balance. Within a short period of time Sandy has been able to reduce the outstanding balance by half despite the new issues that arise every week.

Well Done Sandy!!!!

Kim Gosse, Accounts Receivable Supervisor

I would like to take the opportunity to recognize my co-worker Kim in the category of Mastery. During my leave Kim took on the added responsibility of managing and assisting the Credit Department with their daily questions and concerns. Kim has always been one the assist where possible & I know for certain that the credit team truly appreciated her assistance. Leaving the office had me concerned but knowing she was going to be there for them made my time away easier. Kim is definitely one person in this company who will go out of her way to help you and who I believe deserves a lot more recognition from others within. Kim; thanks for all your efforts. I really appreciate you and all that you do.

Kim Gosse, Accounts Receivable Supervisor

I would like to recognize Kim Gosse in the position of Mastery. While our supervisor Annette was on maternity leave Kim stepped up to the plate to supervise the team in the credit department, even though she was not very familiar with credit/collections aspect of our job she learned pretty quickly. She was always there for us, helping & supporting us in any way she possibly can and what a FANTASTIC job she did.

I would like to personally take this time to say thank you Kim, we very much appreciated all your help and support!!!



Julia Harris, Credit Representative

Julia is great she is always there if you need any type of help regarding accounting issues. She also emails me in advance my weekly statement for outstanding amounts. Julia is definitely a good asset for your company.

Maggie Kwan, Unix System Administrator

I have worked with Maggie for over 10 years, and during this time I have seen first hand the countless hours she has spent testing new programs, verifying reports and new data. It is this relentless attention to detail that has enabled Maggie to have a vast understanding of how our Risc system works. Most of us are unaware of the constant changes that are being made to facilitate our customer's demands, but Maggie's experience has enabled her to foresee how these changes could impact each department, therefore eliminating many of the potential problems which could occur.

The fact that Maggie's extraordinary efforts often go unnoticed proves just how good she is at her job.

Highly dedicated to not only improving our system, she also motivates all those who work with her, continually sharing her extensive knowledge with others and pushing us to strive for excellence in our own responsibilities.

Sharon Quintal, Credit Representative

I would like to recognize Sharon in the category of Mastery. Sharon was given additional accounts to manage during my absence and I must say that I am extremely pleased at the current state of these accounts. Upon my return I have seen & heard only good things about her & her work habits. Taking a more positive approach has made her a stronger collector and I know that she will continue tackling her day to day tasks this way.

Thanks Sharon for the extra efforts and keep up the good work and the positive outlook.

