



July 2007

Metro News is proud to showcase the following achievements.

In Mastery, a dedication to personal excellence

Barb Gomes, Distribution Coordinator

For as long as I've known Barb, she has always been the most helpful and hard working person. If I could, I'd nominate her for Chemistry as well!

She knows the ins and outs of her job as well, even the complicated bits!

Congratulations Barb, on truly mastering your job and for being such a great co-worker!

Steve Wilson, Sales Representative

I would like to acknowledge Steve for the great job he has been doing in a very tough position.

One of Steve's primary responsibilities is to set up new accounts. He has been assigned to be the Sales Liaison between us and our many small independent accounts. The amount of work that Steve does in this role (on top of his "regular" sales duties) has made it possible for the rest of the Sales Team to concentrate on selling and not get weighed down by all the administration involved in setting up/training these new accounts.

The energy and results-oriented style Steve brings to this unique position is second-to-none!

New customers are trained perfectly by Steve in regards to preparing their Returns, having payment ready and "Best Practices" in general.

Steve's efforts have not only made a huge impact within the Sales Team, but within Metro as a whole.

Keep up the great work Steve!

In Chemistry, a dedication to teamwork

Jim Schnarr, Sales Representative

In a recent conversation I had with Glenda Osborne, Store Manager of Caravaggio IDA, regarding Jim Schnarr's help in getting the store prepared for the new magazine rack, Glenda was most complimentary of Mr. Schnarr's role which she said was over and above what was expected, and seemed to be more of a personal effort than what protocol dictated in making it happen.

Despite the challenges in getting this new unit in place, Jim's efforts in providing the much needed exemplary customer service in this regard were very much appreciated. It's not often bouquets are thrown, but here's one for Jim Schnarr's personal effort.

