



July 2009

Metro News is proud to showcase the following achievements.

In Mastery, a dedication to personal excellence

Julia Harris, Credit Representative

I would like to recognize Naila Ramdewar under the Mastery. Over the past few months the department has seen staffing changes in addition to being short a collector. Julia has stepped up her game in order to try and maintain the area of accounts currently without a designated rep. Despite the large range of accounts that she already deals with on a day to day basis, she has taken the initiative to assist additional accounts with their day to day needs and to also ensure payments continue to be made. Being a collector not always gets recognition from our customer base so I feel it is important to let Julia know that her everyday job of not only collection, calling customers, reconciling, problem solving, but also keeping our customers happy, has not gone unnoticed. Her drive and dedication to keep up with all her tasks is not an easy one but she maintains such a positive attitude and approach. Julia has grown to be such a team player not only within her department but to the company as a whole. I want to personally thank Julia for her continuous efforts and leadership. Your constant efforts are very much appreciated.

Keep up the great work!!

Naila Ramdewar, Customer Care Rep

I received the part today Tuesday, July 14th. I would never have seen you but I think you are someone nice and pretty within yourself. Your professionalism has been appreciated. Even for such a tiny item that is Part #4 you spent considerable time in resolving this issue properly for me. I will make great efforts now to spread good words about your service and your company. You have demonstrated excellent high quality in customer service, and your company should be proud to have such an employee representing them!

Thank you ever so much Naila and I hope you have as great a day as you deserve.



In Ingenuity, a dedication to continuous improvement

Nazario Detabali, IT Support/EDI

Nazario took on the project of developing box level ASNs (Advance Shipping Notices) for the Media Logix customer Michaels. It involves having bar coded labels affixed to each box in a shipment that in turn the store's receiving staff can scan to know the exact contents of the box because this data was transmitted to their head office in advance of the shipment arriving at the store. It required the cooperation of a number of parties – ProLogix, NS Systems in Norway, UPS Courier Services and HAD/Michaels in the US. There were a number of obstacles that were faced as this project proceeded but Nazario worked thorough solutions with ingenuity, drive and determination. He continued to follow up with the various parties involved to ensure we moved forward to a successful conclusion. This project required him to work late nights and on weekends to ensure the transfer of data files was accurate and on time. He did all this while continuing to perform his other duties.

Thanks Nazario for helping us make this happen and satisfying our customer's demand.

