



June 2007

Metro News is proud to showcase the following achievements.

In Mastery, a dedication to personal excellence

Charity Ahola, Sales Representative

I would like to recognize Charity for the continuous professionalism she demonstrates in every aspect of her job. Charity's attitude, leadership and exceptional interpersonal skills make her a pleasure to work with! Her personality is contagious and her results-oriented style can be directly attributed to our current Canadian Tire successes.

Charity Ahola, Sales Representative

Over the past year, I have had the opportunity to work very closely with Charity. Her continuous drive, dedication and determination out in the field are most valuable assets one could have. She is always looking at new business opportunities but also looking at ways to improve sales within our existing customer base. She has a very sincere way of turning any unpleasant situation into a very positive one and no matter how bad a day one could be having, she will always make you see the brighter side. Charity is always willing to go that extra mile to help out and this is something that I myself most definitely value. Keep up the good work Charity!

Leslee Galati, Customer Service Supervisor

I would like to recognize Leslee in the area of Mastery. I must add that Chemistry and Ingenuity are part of what makes Mastery, in my opinion, because she has all the traits. Leslee is a phenomenal SUPER-Visor. When I say this, I'm talking about her innate ability to build relationships, taking a difficult situation and making it seem simple to solve, she envisions the unthinkable and makes it come to light! When Leslee first came into the Customer Service Department during a challenging time, there was an uncertainty that things would get better from the team; she gained our confidence, listened to everyone's concerns and other's across the board. She then made small changes that made a big impact & difference that gained everyone's confidence. Leslee just makes things better. She's a great listener, driven, and passionate about what she does. This is her niche and she excels in it. I have never been more content to work with and for someone. Thank you!

Barb Gomes, Book Invoice Analyst

I work with Barb and what I hear is strength, strong negotiating and chemistry. She has an ingenious tactic of making things work for her regardless of all the work she is given. Amazing! That's all I can say.

Gabi Slaninova, NCompass Coordinator

I wanted to send a note and say thanks to Gabi for the fantastic job she does. She really hit the ground running and now she has a great handle on things and clearly cares about what she is doing. I know it can be frustrating at times, and this business is fast paced and not easy to execute, but she always maintains a great attitude. Anyway I just wanted to make sure she knew that I really appreciated all that she does for NCompass. She and Metro News are a big part of our success!

Valerie Walmsley, Magazine Buyer

For Thinking out of the Box and for adding other categories to develop sales based on trends and demographics. Thanks Valerie!



In Chemistry, a dedication to teamwork

Heather Copeland, Purchase Order & Inventory Coordinator

Heather is an extraordinary person. She's a hard worker, incredibly efficient, caring and smart! She always tries her best to help out any one that asks her and seeks out options to her best ability. She is considerate of others' needs. She came up with the idea to donate funds from Distribution to give to Ruth Allan when she was in a time of need. This is what is so admirable about her! It is a pleasure to work with her!

Roche Goleski, UPC Management

Roche has been motivating and supportive during my training and I wanted to express my gratitude for her encouragement. She is extremely detailed and believes in what she does and takes it to heart. You're awesome!

Maggie Kwan, Systems Administrator

Maggie has been a pleasure to work with since I started at the Sinnott location. She always has a smile on her face, a cheery 'Good Morning!' when you come in, and an immediate response if you ask a question. Maggie has a great attitude towards her work and life. Thanks for brightening my day!

Anna Mastrogiacomo, Merchandising Supervisor

I would like to recognize Anne (know by many as "Anna Banana") for her enthusiasm, attitude and the overall positive energy she brings to her new role on our Team. Anna seems poised for success with Metro and I look forward to working with her in the future. Metro News continues to identify and acquire such exceptional people!

Kairn McElhanney, Distribution Coordinator

I would like to recognize Kairn's chemistry trait. Ever since I have started working in the same department as Kairn, she has been nothing but motivating, helpful and supportive. Please don't cry as I know you're pregnant and emotional (laugh) but this is what makes you a great person to work with. I feel comfortable to go to her for anything. Thank You!

David Willson, NBS - Vice President & General Manager

During the process of planning, designing and building the new NBS web site(s), Dave kept the team moving forward. He offered the right mix of push and encouragement that kept the team working above and beyond.

He not only demonstrated that he was willing to go the extra mile, but his passion for excellence, and practical 'just do it' approach, made sure the project kept moving, without sacrificing quality for customers. He led with his example of commitment. When, for example, he participated in weekend email discussions on time sensitive project issues or arranged his schedule to give feedback that would allow the project to move forward, he set a standard of consistent follow up and positive acknowledgement.

Dave communicates his vision clearly, but listens to the contributions of his team, letting them take the lead as appropriate. But he also stays involved. In my experience, Dave always follows up, and ensures that (even while away at a conference in Newfoundland) important questions or project elements don't get missed or overlooked, including the important work of noticing and expressing appreciation for the work and efforts of the team.

Throughout the web redesign process, as well as in every interaction that I have had with him in the ten years that my company has worked with NBS, Dave Willson consistently leads by example, exhibiting his own drive, commitment, and vision, and inspiring it in others by showing respect, appreciation and genuine interest.



In **Ingenuity**, a dedication to continuous improvement

Shannah Taylor, Customer Service Representative

I would like to nominate Shannah Taylor under the category of Ingenuity. In her work, Shannah has consistently proven that she understands the value of positive change. As a dedicated team player, she reaches for the stars in everything she does. She is a remarkable person who is always thinking of new and better ways to improve her performance and enhance the productivity of her job. Her participation in department meetings and commitment to positive changes and improvement ideas is appreciated and has been capitalized on. She has most recently sparked a great C4 idea – making our website more interactive and service friendly for our customer base. She has also headed up the telesales project with McGraw Hill publisher, and improved customer service Queue time by promptly using Quick call service to get important messages out to customers. Shannah has spearheaded the publishing of our department procedure manual. Thanks Shannah! We couldn't have been so successful without your amazing, positive and committed outlook. Look no further for your ingenuity winner as Shannah is your girl.

