



March 2007

Metro News is proud to showcase the following achievements.

In Mastery, a dedication to personal excellence

Lynn Dzebo, Information Systems Manager

Recently a problem arose that was threatening to delay processing the invoice. Although another company was involved, Lynn was sought out and immediately identified the problem. Without her knowledge this issue may have escalated into a serious delivery problem. Thanks Lynn

Kim Henry, Children's Book Buyer

As well as all of her other duties, Kim has provided me with publisher samples that I am taking to the public libraries I visit and it is a great hit! When she knows I'm in the office she brings me bags of promotional items without me even asking. She is a wonderful person and an excellent employee – and she makes my job easier to do!

Gena Lane, Mass Media Sales

One of the challenges our \$5.97 promotional program in Wal-Mart faces is with the display vehicle. Getting the product on a table vs. the bin enhances our sales and compliance; yet at the same time it is difficult to sell the table display with the Wal-Mart managers. Exhibiting her aggressive selling strategy, Gena had very quickly managed to convince 17 stores to display this product on a table – not an easy task and well worth the push!

Kristen Myhill, CMMI, Category Manager Books

To date this quarter, Sobey's promo selling has gone extremely well with penetration running @ 90%. We all would like to recognize Kristen Myhill for creating a program that finally fits the needs of our Sobey's stores. She listened to and acted upon the recommendations we gave her at the sales meeting and incorporated them into the program. The Hot Release Authorization has been signed by basically every store so far. The product mix has been met with enthusiasm and the lower price points have made closing the sales much easier. It's great to see this dramatic improvement in the programs presented for us to sell. Thanks Kristen.

In Chemistry, a dedication to teamwork

June Bertram, Accounts Payable Representative

June Bertram deserves to win the award of excellent in chemistry because of her outstanding commitment to each and every task that is given to her. Because of her vast knowledge of the company, she has a strong Mastery over her daily task, and she is someone who can easily answer all questions, or point you in the right direction of who to ask. She never gives the impression that you are bothering her. She always takes the time to listen to what I need, and then delivers accurate information, never passing the buck. She is someone who has taken extra time to help complete my task on time. One example of this was when she cut her lunch short on more than one occasion, to balance A/R or the Returns so that Data could run their reports early. June is a strong example of someone who is very approachable and a team player and I believe recognition is long overdue.



Gino Iantorno, Sales Representative

I have been working with Gino over the last few weeks on many special projects and areas for improvement/growth throughout all twelve of my stores. Gino has met every request with an eagerness to impress and an outstanding ability to deliver.

I look forward to continued success while working with Gino.

Tony Onisko, NBS Sales Representative

Tony is ALWAYS very personable. He is very accommodating and pleasant. No matter what the question or concern he is always very attentive, understanding and patient. I find him to be extremely flexible, meeting the needs of his customers. I have attended many NBS take away sales; Tony has always supplied us with excellent materials. He represents the company with great professionalism. He operates the sales in a very organized manner! I have noticed that the staff working with him feels very comfortable and happy at their jobs. I would not hesitate to recommend him or NBS to anyone.

Shannah Taylor, Customer Service Representative

I just wanted to say that it is a pleasure to deal with Shannah in Customer Service. It's not every day that people are as great to deal with and that do what they say they are going to do, she's great!

