



November 2006

Metro News is proud to showcase the following achievements.

In Mastery, a dedication to personal excellence

Iryna Fesan, Customer Service Representative

Iryna is a vivacious Ukrainian girl who possesses sheer positiveness. She squeals with joy when she sees you to give you an account update – it is riveting – her excitement draws you in. She even produces pictures to help explain – ok that's her vacation picture, but her disposition remains the same for both personal and professional – genuine. Not only does she have a positive and co-operative attitude while working in a team environment, but a dedicated work ethics. These skills were recently utilized & demonstrated while assisting with "The Dogs In Canada Annual" solicitations. Iryna made over 90 calls to potential clients and enticed additional sales for our product in a timely fashion. Any job asked of Iryna, is undoubtedly executed with enthusiasm, dedication and goal driven. These qualities illustrate recognition for a person who possesses nothing but a willingness to help in any situation.

Thank you Iryna for going the extra mile & for your warm smile that I am a sure customer can feel.

Susan Gibb, Invoice Analyst

Seriously, what would we do without Susan? In addition to always making time for any of our concerns in an effort to ensure efficient and appropriate distribution in all of our accounts, she also is our immediate "go to" person for major projects, such as the Costco 50% coupon program. Last year, she was integral to reaching our goals within this program and though facing many challenges this year, steadfastly works to achieve even greater success.

Annette Giardinazzo, Credit Supervisor

Annette has a very good attitude comparing to those before her. I have been dealing with Metro News for 6 stores over 10 years. Annette is good, and a wise employee.

Kairn McElhanney, Distribution Co-ordinator

Kairn's disciplined approach to distribution analysis has worked hand in hand with my focus of ensuring top selling titles in the Esso chain. Her timely and persistent approach has helped CMMI out perform when it comes to in stock top selling titles to a record 90+%. This is part of CNEI (Continuous Never Ending Improvement) that we at CMMI focus on daily.

Again thank you for your support as we move this business forward in the coming months.

Donna Riddell, Book Buyer

Donna has been extremely helpful in the communication and start to a resolution between some website issues we have been having for quite some time. With Donna's help I feel we will resolve these issues and save both CMMI and The News Group valuable time.



In Chemistry, a dedication to teamwork

Roche Goleski, UPC Management

Though its' newest member, Roche is one of the most integral elements of the Distribution Team. Her quick wit and ability to multi-task are becoming legendary, as Roche efficiently addresses concerns while offering to help at every turn – always with a smile, a kind word and an occasional joke. In addition to completing general distribution tasks and exhibiting “new store opening” expertise, she leads our foray into the world of balloon distribution with innovation and patience. Roche is an excellent example of a true TEAM player.

Stacey Lee, Customer Service Representative

Our company would like to recognize Stacey for her outstanding work in customer service. Ms. Lee was a tremendous help to our small business when we needed to change the ownership of our store. Ms. Lee was always very courteous, patient and professional over the phone. She was very knowledgeable and always had an answer or offered suggestions to questions that we had regarding the change of ownership and how it would affect our old account. She provided excellent service in changing the ownership of our account with minimal amount of confusion and frustration that often accompanies change.

We ere very impressed with the level of service that we received from Ms. Lee and the positive experience with Metro News.

May Lum, Customer files Maintenance Coordinator

May Lum is a dedicated individual who is devoted to detail and possesses strong follow-up skills. She is an integral part of our intricate system for data implementation. May strides with a unique ability to communicate all needed store data. She adheres to all stipulated procedures and keeps all the Reps into maintaining the correct style of reporting. May is diligent, competent & compassionate in administering all necessary information to maintain the high standards of our systems and daily changes. May is recognized by her consistent dedication, excellent work ethics and the devotion to detail.

Troy Neill, Director of Sales

Troy – even the name sounds strong. Don't let the boyish good looks and grin fool you – he is decisive in decision making and the mastermind behind all great things that prosper at Metro News. Not only will he support you to the enth degree but will assist you to achieve your goals by getting you out of your comfort zone. He is an outstanding leader and instills excellence in us to become the best we possibly can be.

Tony Onisko, NBS Sales Representative

Tony has continually provided the High Prairie School Division's 11 librarians with exemplary service, particularly in connection with the NBS's two “Take-Away” book fairs. He has strong interpersonal skills and makes each of us feel, as though his sole mission is to please us and provide us with the materials we need. He goes out of his way to be sure that we are comfortable and recognized the challenges we face traveling from as far as we do to attend the fairs. He arranges our hotel room, and provides us with ample time to purchase our materials unbothered. Tony knows each of us individually and services all of us collectively. We do not enjoy this kind of service or attention from any other vendors. As a result, a huge portion of our annual purchases is funneled through Tony and NBS.



Bruce Prockter, Regional Sales Manager

Dr. Prockter He is a strong leader and team player; adept at supporting his team members to achieve personal growth and professional goals. Highly motivated, thought processed individual who possesses strong interpersonal skills and a sincere desire to succeed. A confident and concise communicator; able to deliver updated and valid information with clarity and target dates for his sales team to deliver. He is our strength, guide and mentor. Bruce is what Metro strives for in our motto – People, service, and profit. He challenges us, recognizes our strengths and assists us with exceeding our goals. He’s remarkable. I thank him for his daily updates with “tasks” and friendly reminders of assignments to be completed. He is dependable, reliable and our inner strength to accomplish what we love doing; our job and making our customers happy.

I take this opportunity to thank you for all your support over the years and to say, I appreciate your dedicated efforts to make us look good and to make our jobs as effective as they can be.

In Ingenuity, a dedication to continuous improvement

Leslee Galati, Customer Service Supervisor

I have known Leslee for 6 years. I first met her when she was a Merchandiser in the Richmond Hill area. She was a star. Every store gave her raving reviews. I know the instant I met her she was meant for bigger things. She possessed star qualities by asserting herself with initiative and development by building solid relationships with stores – which resulted in gaining compliance. I knew her ambition and initiative would serve her well for her current job. She has brought her team to a level of service customers expect and need. Leslee, has developed her department to the level it needs to grow with the ever changes of Metro News, CMMI and Media Logix. In addition, Leslee has orchestrated her team into excellence by giving them the tools to lend itself to a well-communicated and therefore a well-oiled machine. She tends to everyone’s needs and requests in a timely fashion and dedication to detail. She is a strong leader and team player and also supports her team to achieve personal and professional goals. She looks out for everyone’s best interest. Maybe it’s the mom in her.

Donna Rae, NBS – Sales Coordinator

Donna suggested posting common procedures on the Public Drive. This was very timely given the new staff at NBS. I was able to use the first posting immediately to help a team member.

Thanks Donna!

