



## November 2008

Metro News is proud to showcase the following achievements.

**In Mastery**, a dedication to personal excellence

**Leslee Galati**, Customer Service Supervisor

Leslee Galati was excellent in managing our beer orders and pick ups. She was always very friendly and worked with us with any type of problems and issues. Her great attitude and ease of solving problems made our weeks stress free. We really appreciate her help. Thanks!

**Stephanie Cangianiello**, Inside Sales/Customer Service Rep

I would like to recognize Stephanie for her continued excellence when it comes to inside sales. Her attention to detail and super personality make her a pleasure to work with. Stephanie always follows up with the sales staff and directly with customers. Her hard work at the Trade Shows and results-orientated nature make her a strong candidate for the Mastery Award!

**Shantal Hingoo**, Purchase Order and Inventory Co-ordinator

Since Shantal stepped into her new role she has worked tirelessly to ensure our stock position is nothing short of excellent. Her dedication, commitment and focus are ensuring we are entering one of the busiest times of the year in a very strong position. Shantal has embraced the role and continues to monitor and regulate all aspects of Metro's book inventory at a very high standard.

**Nerissa Panes**, Book Coordinator

I was sitting outside of the meeting room with a number of other publisher reps and we got to talking about Nerissa and what a bang up job she is doing on the Wal-Mart account! Everyone was in agreement that she's fantastic to work with, always willing to help, and follows through on all issues. Great Job Nerissa!!

**Nerissa Panes**, Book Coordinator

Nerissa has been doing a fantastic job since coming on board in the book department. She is dedicated to getting things right rather than placing band aids on issues. Her diligence makes working with her a treat.



## In Chemistry, a dedication to teamwork

### **Naila Ramdewar**, Regional Sales Rep

The dedication to the company and positive attitude that Naila possesses has made an impact not only on her co-workers but all our customers. Her knowledge, dedication and enthusiasm have seen her garnish praise from not only her fellow employees but also our clients. Her positive attitude and willingness to help out at any given time/situation makes her a true role model. She is always looking for new ideas on how to increase sales and continues to create a positive impact on all those around her.

### **Pat Cosgrove**, National Account Manager

I work very close with Pat on a regular basis. In my experience with working with him over the past 7 plus years is that he really has mastered this trait. He deals with the most demanding retailer on the planet and ALWAYS maintains his composure and professional demeanor at all times. Personally, I learn from Pat all the time because he never loses sight of what is important, the business issues at hand. He always leaves out the rhetoric and deals with the issues in an unbiased understanding way.

I don't know anyone who can be as up-beat and positive all the time. What makes it more remarkable, is all the crap he has to deal with on a regular basis and never loses composure. I have a tremendous amount of respect for Pat Cosgrove, and I know many people who feel the same way. I know of no one who has anything negative to say about Pat in my tenure with Metro News. It is because of his business acumen and personal strengths that I believe he is deserving of this honor.

## In Ingenuity, a dedication to continuous improvement

### **Shantal Hingoo**, Purchase Order and Inventory Co-ordinator

Shantal has amazed me with her versatility and adaptation to new projects. I admire her dedication to the company and enjoy supporting her goals as well as relying on her to support me, which she always does. She has done a great job turning around the stock position in her new role in just a short time and it comes as no surprise that she has been able to accomplish this goal.

