



November 2009

Metro News is proud to showcase the following achievements.

In Mastery, a dedication to personal excellence

Rick Cadieux, ONS – Circulation Manager

Rick was so helpful to us in getting WSJ's to various clients and always at the last minute. I don't know what we'd do without him. We recently had to rush WSJ's to BlackBerry and he was able to set that up along with future distributions.

Thanks You!!!!

Rick Cadieux, ONS – Circulation Manager

When faced with the challenge of shipping fragile 100th anniversary commemoratives to our publishing partners in New York City we went to Rick. We were on a very tight time frame and combined with the fact that the shipment was very fragile we did not want to use a common carrier. Rick arranged for the delivery and everything arrived at its destination ahead of schedule and in one piece. Thanks Rick!!!!

David Facini, ONS – Sales Representative

Both David and Rick Cadieux helped us recently on getting papers to BlackBerry's headquarters at the last minute. We are very grateful and have a happy client.

Thanks so much!!!!

Maggie Kwan, Systems Administrator

Maggie is an exceptional & dedicated hard worker with a lot of responsibility her on shoulders. She manages to maintain high priority programs making sure reports are running smoothly and always takes her time to find the best solutions to make our jobs more efficient. She is serious about her role and is patriot in her field of work finding solutions and creating new innovative programs that saves us time and money. Maggie has built a program to help locate potential errors before invoicing our accounts. The model program she built is so clever it catches every possible flaw. What took us 6 -8 hours & a late lunch to finalize in the past now takes 1 hour to create, analyze and finalize well before noon. She even stays up late to get he reports run and on the network so the early birds can get a head start. She is truly a MASTER of systems and I want to express my appreciation and thanks for her efforts to making some of the work we do more manageable.



Sharon Quintal, Credit & Collections Representative

Within the credit group we track three KPI's on a weekly basis. Sharon has done an excellent job in continually meeting or exceeding her targets. Recently, Sharon was able to reduce her accounts with no payments in 5 weeks by 28%, converted 4 more accounts to DOS and exceeded her promise to pay target by 56%, all in the same week.

Outstanding work Sharon!!!!!!!

Valerie Walmsley, Magazine Buyer

I would like to recognize Valerie for all the help that she provides to Rogers Publishing. However, I would like to highlight one achievement that made a big difference for Maclean's magazine. Back in the summer and due to the Michael Jackson death, Maclean's decided to print an issue that was not even part of the regular newsstand schedule to commemorate the life of Michael Jackson. There was no distribution in place, no invoice, but with the help of Valerie and the Metro News team everything fell into place. There was a special invoice done to this issue, additional copies were given to Metro News, and this special issue was distributed to very important chains such as Mal-Mart and Costco. All this thanks to the help of Valerie. All this was done in less than 48 hours. This issue stands today to be the best selling regular issue of 2009 Metro News sold over 12,000 copies, which is an impressive sell thru of 62%. This is just an example of the many times that Valerie has done an extraordinary job to ensure all Rogers titles have a proper newsstand distribution.

Thanks Val!!!!!!!

Valerie Walmsley, Magazine Buyer

With all the publisher's requests Valerie has to deal with on a daily basis, I am quite impressed with the level of work and professionalism she manages to generate. My distribution requests are usually dealt with promptly and proficiently.

Thanks Val!!!!!!!

Shannon McGee, Naila Ramdewar, Shannah Taylor, Clare Wilson, Customer Care Team

I'd like to recognize the entire Customer Care team for all their effort and hard work. In particular; the speed and efficiency in which tasks are completed by the team. Reorders, distribution changes and racking concerns are being handled very quickly. The guys out in the field appreciate all your help.

Thanks Team!!!!



In Chemistry, a dedication to teamwork

Naila Ramdewar, Customer Care Representative

Naila does a tremendous job aiding the sales group. She is on top of everything as it is presented to her ensures that the job is completed to her very high standards. Her efforts make it much easier for us to do our jobs and ensure customers are happy with our service. Keep up the great effort

Naila Ramdewar, Customer Care Representative

I want to recognize Naila in the category of Chemistry because she is simply enlightening to work with. Naila has such a vibrant spirit and calm nature about her, no wonder she gets raving reviews and is adored by her colleagues & customers. She is always eager to meet and defeat the challenges she faces daily. She's that little reminder that you don't have to take life too seriously. Even with the daily obligations of maintaining top service amongst several businesses affiliated with Metro News & Media Logix, she gives her full commitment to finding simple solutions in resolving their concern. From servicing Grun customers, dealing with Library Managers, informing supervisors and customers about late deliveries, she simply does it all with a smile. She is truly an outstanding person!

Naila you're awesome!!!!!!

Naila Ramdewar, Customer Care Representative

Naila does a terrific job following through to make sure all requests given to her are taken care of and the proper people are informed. She tracks each request along the required path until the desired result is achieved. This thoroughness allows us to focus on other areas of our jobs knowing that our requests have been taken care of.

Thanks again Naila!!!!!!

Steve Wilson, Regional Sales Representative

Steve Wilson is an amazing person to deal with. Maybe it's just me but he speaks with such enthusiasm and knowledge you get drawn in immediately!!!!!! He also works with the departments to accommodate the customer's satisfaction as well as meets the needs of the business. He's very good at keeping the customers happythat's about the hardest thing to accomplish in sales but I have had several customers say how great and informative he is. Steve is a great planner and is solution oriented when given any task. Customer care called customers to obtain promo rack information that Sales Reps had initially put in place, Steve took the initiative and reinforced the call to the customers who "couldn't recall" the fixture being sent and also made sure that customer's had the promo set up again and still managed to maintain positive feedback.

Thanks for all your positive energy and dedication Steve!!!!!!



In Ingenuity, a dedication to continuous improvement

Nazario Detabali, Database Developer

Nazario aka Nas is the man! He's the quite genius that sits in the corner of the IS department. Nazario has created various programs to run reports for UPC management to have the reports created more quickly & accommodate UPC coordinator to have updates ready to be sent to chains before their deadlines. He has also built a model to create the call in notice. This has made the process of creating the report very fluid and easy to manage. Though he has a lot on his plate he still manages to get what you need FAST! It also helps that he has a great sense of humor and a calm nature. It's a true pleasure to work with such a positive forward thinking person.

Thanks Nas!!!

Carin Harris, In Store Merchandiser

Carin saw an opportunity for Metro News in her local Wal-Mart where Don Cherry is to appear for a video signing. Seeing the posters and recognizing the fact that the signing was to be adjacent to our book 4-way section, Carin called in to see if we could provide copies of his latest books along with any other hockey related books that we could get together for delivery the day of the signing (the very next day in this case). Carin will be going in to set up the books. Carin - Great work in always looking out for opportunities and acting on them quickly - giving us time to react - I'm sure we will see your efforts rewarded through increased sales during the event!

Great Job Carin!!!!

Valerie Walmsley, Magazine Buyer

Even in today's world, the present Distribution Channel for Magazines from wholesale to retail is a difficult balance to manage. As retail outlets are in constant flux, managerial restructuring in chain accounts, ATL being scrutinized to increase profitability and lowering costs and the rise to SBT are some of the many complex issues that any one person could handle today.

Valerie continues to meet these challenges daily by managing this Distribution network. On top of all of this, she is constantly looking for opportunities by using innovative means to maximize sales and profitability for Metro, the Retailer and Publishers alike.

It is for this reason that I would like to recognize Valerie Walmsley for the way she manages the business for Metro News and her diligence in finding new ways to sell more copies to maximize profits for all concerned.

