



## October 2006

Metro News is proud to showcase the following achievements.

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

### **Gino Iantorno**, Sales Representative

Gino did an excellent job in setting up a new magazine and book fixture as well as ensuring that the entire product would be on time at the Home Outfitters location in the Heartland Town Centre in Mississauga.

Well done, Gino!!!!

### **May Lum**, Customer File Maintenance Coordinator

May is an excellent example of what Mastery is. May has demonstrated continued commitment to keeping our customer files updated accurately and in a timely manner. She is right on top of everything and keeps us all on our toes!

May is a master at what she does, and a pleasure to work with!

### **Darlene McKiernon**, NBS - Showroom Representative

Darlene is someone who thrives for perfection in every task that is handed to her. Always willing to learn and making everyone around her feel comfortable and happy to be working with her.

### **Tony Onisko**, NBS – Sales Representative

Tony has been an absolute delight to work with.. his eagerness to meet our needs has been outstanding. Tony is able to provide for us everything we ask for and more! If he doesn't know the answer he promptly finds out and gets back to us immediately. We value our relationship with him.

### **Tony Onisko**, NBS – Sales Representative

Tony organizes the "October Take-away" every fall. We just show up. He has everything all organized, our pre-orders all there ready for us to peruse. Because we come from so far away, he allows us to have the whole hall to ourselves for the evening to finalize our book purchasing. He organizes our hotel rooms and has our orders all ready to go by 8:30 a.m. He hauls our boxes down to our bus and sees to our every need.

But not only this, he does all this with a smile, with genuine caring. Anything we want, and question we have, he goes out of his way to get it for us.

He is truly a man of excellence in his work, a caring individual at the service of all and very deserving of every kudo possible.

### **Tony Onisko**, NBS – Sales Representative

Tony's dedication to helping us meet our curriculum needs have been extraordinary. He has treated us as individuals and not accounts. He is a very dedicated individual that takes pride in the services he provides for us. Tony, thank-you for everything. We really appreciate all your hard work in preparing the book buying trips and answering our questions throughout the year. We look forward every year to seeing you. Once again, Thank-you! For a job well done. You're the best.



## **Donna Riddell, Book Buyer**

In contemplating the trait of Mastery & its definition, I couldn't help but to nominate Donna. Every single day you will find some individual in Donna's office referencing her exhaustive knowledge of book buying and the movement of books through the wholesale system. Donna has most recently been (& continues to be) instrumental in the professional development of several new employees in the book Category Management area. Donna is openly accessible to all those seeking reference to her knowledge, regardless of her own professional pressures.

Donna is a true expert in her field, and further & more importantly, is committed to the personal and professional growth of all those seeking it- herein lies the very epitomization of mastery!

## **In Chemistry**, a dedication to teamwork

### **Greg Murriel, Accounts Payable Representative**

Greg always puts himself out to help in an emergency. He is always available to ask questions and never questions your intelligence if the question is simple. He always checks to make sure our requests are correct and contacts you immediately to discuss the problem before making changes.

RIGHT ON GREG!

### **Tony Onisko, NBS – Sales Representative**

Tony has always had such an endlessly positive and energetic personality. His charismatic smile is such a warm welcome whenever I arrive at the take-away sale. Over the years I have seen many changes that show he is always trying to improve on his displays and efficiency of processing our orders quickly. He seems to be in tune with each person's needs as they arrive and informs us of any new items. Whenever I have concerns or questions he is always available or responds within an hour or two with the necessary answer. Tony most definitely represents the NBS Company with genuine pride and we are all the richer for having him as our manager.

### **Selene Ledezma, NBS – Discrepancy Coordinator**

Selene is a hard worker and she gets along with everyone and that's what counts in a working environment.

