



October 2007

Metro News is proud to showcase the following achievements.

In Mastery, a dedication to personal excellence

Dave Facini, ONS Sales Rep

Dave was instrumental in getting our retail sales to the level where they are now. He used his relationships with retailers, which he has built over the years, to get us into accounts that were new for the Financial Times. This resulted in additional sales for us and additional revenue for ONS. I will be in Toronto the week of November 5th to present our nomination of ONS for "The Wholesaler of the Year Award".

Dave Facini, ONS Sales Rep

Pearson Airport is the top selling retail account for USA Today in all of Canada. Much of the credit needs to go to Dave. He has a great working knowledge of the airport from both an operational and sales point of view. He has established good relationships with managers at each store. He is on a first name basis with most personnel. This is key when attempting to promote the sale of USA Today and its weekly/monthly sports publications. Effective draw control is maintained by Dave which ensures adequate allotments during heavy travel periods while also meeting standards for unsold copies. USA Today appreciates the effort and commitment to excellence demonstrated by Dave Facini.

Shantal Hingoo, Customer Service/Inside Sales Rep

Shantal was an integral part of "time sensitive" project that was just recently completed. Shantal's expert keying and planning skill were well exercised when she was called upon to get millions of dollars of PIL children books out of the Stoney Creek warehouse and into the Wal-Mart stores. Shantal, thanks for your dedication and diligence in the execution of this project.

Gino Iantorno, Sales

We appreciate his extraordinary exhibition at our OKBA Fall Trade Show. Black T-shirts for every team's wear was quite outstanding

Maggie Kwan, Systems Administrator

I would like to take this opportunity to nominate Maggie Kwan in the category of Mastery. Maggie was given a task by Lynn to create a program which would help make the invoicing process faster and simpler; this process has always been done manually. Maggie created this amazing program which takes less than 10 steps. I have been testing this program for Metro News invoicing for the past several weeks. Maggie and I wanted to ensure that it was just perfect to gain the end result that was needed. It took some time, but once it was refined and useful she sent our team the S.O.P. for us to put into practice. This task easily cut our processing time by at least two hours and it's very easy to teach and maintain. This is incredible work that Maggie has done for our department and hers. The program is beneficial to time management of the invoicing process on a whole. She is a true master at her job and she excels in her position. This example of mastery should make her a 'shoe in' winner in this category.

Domenic Talotta, ONS Manager

Domenic was instrumental in getting our retail sales to the level where they are now. He used his management abilities with his employees to "make things happen" and relationships he has built over the years with retailers to get us into accounts that were new for the Financial Times. This resulted in additional sales for us and additional revenue for ONS. I will be in Toronto the week of November 5th to present our nomination of ONS for "The Wholesaler of the Year Award".



Steve Wilson, Windsor Manager

Steve worked hard to ensure renovation of Chatham Wal-Mart was completed on time. His efforts were recognized by Wal-Mart Supercentre District Manager, Larry Ker. "Steve has done a great job." Well done Steve!

In Chemistry, a dedication to teamwork

Steve Wilson, Windsor Manager

Steve worked hard to ensure renovation of Chatham Wal-Mart was completed on time. His efforts were recognized by Wal-Mart Supercentre District Manager, Larry Ker. "Steve has done a great job." Well done Steve!

Leslee Galati, Customer Service Manager

Leslee is a tremendously reliable person who always fulfills every request sent her way. She completes all tasks and inquiries sent her way with total professionalism and attention to detail. She is the glue that holds the customer service/sales relationship together. Terrific job Leslee!!

Gino Iantorno, Sales

Gino keeps going out of his way to make sure everything is going smoothly at our store. We used to carry magazines before and had a hard time with the category. This time around Gino has made it very easy for us by answering all of our questions and visiting us even when we don't call (just to make sure things are going well). Our store really appreciates his efforts and patience and we look forward to making magazines a success at our store.

Gino Iantorno, Sales

Last week we had a VIP tour at my store and Gino had dropped in the day before as he usually does. When he heard about the tour, he made arrangements for someone to come in first thing in the morning and tidy up all of our checkouts and mainline (even though we are not a merchandised account)! The store looked great and the folks from Head Office were made aware of the extra care and effort Metro places on us. This is not the first time Gino has taken care of us like this. There are numerous occasions where he has gone the extra mile for us, and we would just like to officially recognize him for doing so.

Gino Iantorno, Sales

I would like to recognize Gino for his efforts in training our staff in handling magazines. Gino made several trips to our store to explain the easiest and best way to display our product and maximize sales. He was very patient with us and an absolute pleasure to deal with. We finally know what we're doing here thanks to Gino!

Gino Iantorno, Sales

Ever since Gino started working with us in the Ontario Korean Businessmen's Association, he has been bringing smiles to everyone's face. Not only does Gino excel in what he does, he also creates a friendly and comfortable atmosphere for two thousand and more members of our association. I can't think of anyone better than our Gino to be recognized for his excellence in his charming chemistry with the association of Ontario Korean Businessmen. Thank you Gino. We are all very grateful for your kindness!



Gino Iantorno, Sales

I would like to recognize Gino for his charisma and accessibility which makes him a great asset whenever in a bind. His willingness to lend a hand and positive attitude are just a few of the traits that make him a pleasure to work with.

Dean Waldron, Distribution Manager

I would like to recognize Dean Waldron for being the best Manager I have ever had the honor of working with. He is supportive, knowledgeable and flexible. He believes in his staff and gives them every opportunity to excel under his guidance. He has given me the confidence to take on any project I felt would better the department and gave his support and knowledge to the completion of these projects, if within his power. He is a very busy man but his door is always open to us, with a smile, and never complaining we're interrupting his work. I am leaving the company but couldn't leave without recognizing Dean for all the support he has given me. I have learned so much from him and for that I'm forever grateful.

In Ingenuity, a dedication to continuous improvement

Lynn Dzebo, Information Systems Manager

I would like to nominate Lynn Dzebo in the area of Ingenuity. Lynn, knowing I was new to this department, saw an opportunity for change. She asked me if there was any way she could help to make the invoice analyzing process more efficient. All she needed was a purpose and the end result I needed. I let her know exactly what I was doing manually and the average time it took to complete it. I asked her if she could create a tool that could compare the two files I was analyzing, possibly highlighting any titles that were missing from the first file. Lynn advised and gave the task to Maggie Kwan who built the program. Before I knew it, they had developed a program which did just that. This less than ten step program cut the invoicing process by approximately two hours. If it wasn't for Lynn's eagerness to help us, we would probably still be doing this process manually. As she once told me, "You handled this well and avoided a lot of work" – right back to you! Thanks you.

Michelle Kane, Credit Representative

Over the past couple of years, Michelle has shown such positive work ethic and has proven that she is a true team player. Her drive and determination in accomplishing all goals set out in both her personal and work life truly indicate not only the strong minded person that she is, but one who sets goals high and strives at achieving them. She tackles each day with such an open mind and welcomes change and challenge very well. She has demonstrated a true desire to be a positive role model to all those around her. Michelle continues to help out whenever possible and is of great assistance to the team, myself and the company. Keep up the great work!

LeeAnne Middleton, Credit Representative

LeeAnne has been with the company for under a year but has already made such a lasting impression. She has a strong desire to learn all aspects of the business and has demonstrated such positive determination to get her accounts in good standing. She quickly learned the Metro system and put her customer service and collections experience to great use. LeeAnne continues to go the extra mile in assisting our customers whether it is a credit related issue or not. She is a definite asset to our department. Great work!

