



October 2008

Metro News is proud to showcase the following achievements.

In Mastery, a dedication to personal excellence

Leslee Galati, Customer Service Supervisor

I would like to nominate Leslee for the masterful job she has done for the past six months. She has been a key player in the successful execution of the Mr. Beer project. She has been committed to maintaining good inventory levels, ensuring accuracy in the invoicing process and achieving sales growth through different marketing methods. This inside sales work has increased product recognition in the market, which has led to increased sales. Also, Leslee deals with Mr. Beer and Prologix customers, working to resolve any concerns, complaints or other issues they may have. The prompt service Leslee provides results in satisfied customers; this in turn results in the customers continuing to reorder the product. With Leslee's efforts, Metro News will reach its annual sales targets for Mr. Beer next spring. Leslee's accomplishments have made these past six months very successful. Thanks, Leslee.

Stephanie Cangianiello, Inside Sales/Customer Service Rep

One of the areas in which we were not organized was in our communication with Fixtures. Stephanie has worked very closely with the Sales Reps to find out our needs and expectations. She then worked with Prologix to develop a weekly system through which everyone can find out where a rack order is and when it will be delivered. Having this information in advance is crucial for the company, as we need to let our clients know when to expect their deliveries, so that they can be prepared. Stephanie then took it one step further, ensuring that the product was picked, invoiced and delivered the same day the fixtures were scheduled to arrive at the store. This was a huge undertaking and was necessary in order for us to become better organized in this area.

Stacey Lee, Customer Service Rep

I would like to nominate Stacey Lee for the extraordinary job she has done on the summer accounts. This summer season, Stacey has been an instrumental player in the smooth and successful execution of our summer business. Stacey was committed to making sure that all summer accounts got their orders and she communicated each account's need to the appropriate department in a rapid manner; this was all being done over-and-above her regular job responsibilities. Thanks very much Stacey for your great accomplishments with the summer business.



In Ingenuity, a dedication to continuous improvement

Laura Heighway, A/R Representative

I would like to nominate Laura in this category. Up until a few days ago, Laura was injured, with her wrist in a cast for quite a while. Day to day I would see Laura diligently working and keeping up with her job responsibilities. Not ever would you hear a complaint from her. Laura understands the importance of her job title and the need to get things done in a timely manor. She handles the receivables for a lot of our large chain accounts. As well, she handles receiving payments from our independent customers. It is important that these payments are applied to accounts once received, so we aren't collecting on amounts already paid. Laura never skipped a beat and did it all with a smile on her face! She was into work every day, working to the best of her ability. She would key information, prepare deposits, and still manage her chain accounts, meeting all her customers' needs. Not only did she keep up with her own workload; we had Ruth go on holidays, during which time Laura took on her some of her job responsibilities for that week. I think this shows a great commitment from Laura, and portrays the definite asset she is to this company. Ruth's job is not something that can be ignored. She has packages going in and out of our location that need to be tracked and accepted. So I feel that if Laura can manage her own position as well as another all while she is injured, definitely she deserves recognition. I would like to say thank you to Laura for always being the best she can be. Not only is she an asset to her department and Metro News, her cheerful personality and positive attitude makes it a pleasure for all who work with her. Keep up the great work Laura!!!!

Denise Asuncion, Marketing Co-ordinator

I would like to recognize Denise for her endless creativity and dedication to her job. She always goes above and beyond what is expected of her and comes up with new ideas to generate more business for the company. She has become very involved with securing meetings for potential newspaper accounts (free publications that are in need of a distributor), as well as sending out customized packages to niche market stores, such as Lululemon, to try and secure new accounts. She is extremely detail oriented and has such an amazing personality. Denise is always thinking of new ideas and is truly an asset to the company!

