



October 2009

Metro News is proud to showcase the following achievements.

In Mastery, a dedication to personal excellence

Customer Care Team,

I would like to applaud Customer Care for their ongoing support and tenacity. All the ladies in that department come through whenever I need a helping hand. They almost always have the answers to my questions and if they don't, they refer me to exactly who does. They are thorough, reliable and most of all – a delight to work with.

Cheers to them!

Gino Iantorno, Sales Rep

Gino showed that he is in tune with the needs of many of our OKBA members at the recent OKBA Trade Show. His efforts at previous Korean functions were rewarded as many of the presidents came up to him and discussed concerns and possible expansions. Some new accounts were also achieved.

Great Work Gino!!!

Dave Igras, Field Operations Manager

I'd like to recognize Dave in the category of Mastery. Dave recently came down to assist with a large Wal-Mart renovation in Chatham. His presence helped obtain full compliance with store management as well as getting the changeover done on time. Dave's territory spans the entire province and I know he is very busy but his help (in person) that day (and every other day on the phone) was much appreciated.

Thanks Dave!!!!!!

Peri Mistry, Distribution & Customer Care Supervisor

I would like to recognize Peri for his continued leadership in Customer Care. Peri is always the calm at the center of the storm and has the unique ability to take care of an issue quickly and efficiently. He is always available to either take care of an "emergency" himselfor forward it to someone who can resolve quickly. Peri enables us (in Sales) to look like heroes in the eyes of our customers.



Janice O'Neil, In Store Merchandiser

I would like to nominate Janice O'Neil in the category of Mastery. Janice plays a vital part of our merchandising team down here in Southwestern Ontario where she is responsible for 3 different Wal-Mart locations. Wal-Mart 3016 recently underwent a huge renovation into a SuperCentre (with short notice to us). Janice completed the switchover flawlessly and did most of the work on her own.

Great work Janice!!!

Ontario Newspaper Service Team

We just received our Eye Weekly field audit results for routes 4N and 21D and I must say we are very pleased with the results. We scored a full 100% on the accuracy of reported circulation. Congratulations on a job well done and kudos to drivers Yusuf and Yohathanan.

Keep up the good work!!

Naila Ramdewar, Customer Care Representative

I would like to recognize Naila for her continued excellence in Customer Care. Naila's professionalism makes her a pleasure to **work with** on a daily basis. She is very results oriented and anything that gets handed to her does not only meet all expectations....but usually exceeds everyone's expectations!! Her personality and attention to detail is awesome! I would have liked to be more specific and give specific instances where Naila has demonstrated her Mastery in Customer Carebut they are far too numerous to mention!!!!!!

Valerie Walmsley, Magazine Buyer

There are numerous incidents where Valerie has demonstrated her mastery skills. She has worked very hard at insuring distributions are in place that effectively & efficiently maximize sales of all our publications but in particular Canadian Living. She has customized the distribution of our larger/special issues (December & May), and has been working with us to maximize sales on the seasonal accounts, and on implementing customized formulas. All of this and her strong commitment to excellence makes her a true expert in our field.

Valerie Walmsley, Magazine Buyer

Valerie has a mind set that I totally respect and that is her "sense of urgency". I look for it in my own staff and enjoy it when I see it in the employees of Companies that I deal with on a regular basis. There have been numerous instances where printers or publishers that I represent have made mistakes and Valerie is about solving problems and not looking to assign blame. I respect her knowledge of the industry and the functions that she performs so well. I enjoy her sweet and delightful personality. I wish there were many more of her.



Valerie Walmsley, Magazine Buyer

We introduced a new CD only product to Metro thru Val. She went through all measures in ensuring the product could be distributed by Metro – including checking Prologix's requirements, video review board restrictions and related this information so that we could inform the publisher of his requirements in order for us to bring this new product to this marketplace.

Valerie Walmsley, Magazine Buyer

As a publishing partner who regularly interacts with Metro News, I find Valerie to be extremely knowledgeable and competent in her role. She is always ready and able to provide quality insight and perspective that have positively affected the Rodale line in the Toronto market.

It's my pleasure to recognize her efforts.

Valerie Walmsley, Magazine Buyer

I would like to nominate Valerie Walmsley for her dedication to her job. She recently completed a distribution blitz and worked day, night and weekends for weeks to get the job done. Her dedication to the job is impressive and deserving of recognition.

Great Work Val!!!

Valerie Walmsley, Magazine Buyer

Val is fantastic at her job. I know that if there are any situations that arise in distribution, I can always depend on Val to do her best to resolve them. She is the most professional person I have worked with in the magazine industry.

Great Job Val!!!!

Valerie Walmsley, Magazine Buyer

It cannot be disputed that Valerie is at the top of her game. She has helped me immensely by gathering information and graphics for our Company Blog. She sends me news on what is happening with magazines on a regular basis and without fail. Val has also been a huge help in getting in touch with publishers for vintage magazine covers for promotional signage. She was also able to get us a new magazine title for a Medialogix client who was asking about it.

Great Job Val!!!!



In Ingenuity, a dedication to continuous improvement

Valerie Walmsley, Magazine Buyer

Valerie is always helpful when we are introducing new titles by helping us pick competitive titles that are better for Metro's marketplace. It helps us get the best distribution possible in place for our publishers.

Thanks Val!!!

