



October 2010

Metro News is proud to showcase the following achievements.

In Mastery, a dedication to personal excellence

Annette Giardinazzo, Credit Supervisor

Metro News was asked to attend a meeting at International News with the Franchise Advisory Board (FAC). The FAC represents the International News franchisees in meetings with the International News senior management team. During the meeting, Annette was able to handle all questions regarding deliveries, billings and returns in a very professional and clear manner. Her explanations were widely accepted by the group and they had a much better understanding of our system at the conclusion of the meeting. In fact, many of the FAC members knew Annette and were very complimentary of Annette's responsiveness and willingness to help. After the meeting Sam Davis, President & CEO of International News, personally sent Annette this note; "You were fantastic and handled yourself in a professional customer oriented manner. Well done." Such notes are rare and great to see!!!

Well done Annette and thank you for your ongoing efforts.

Annette Giardinazzo, Credit Supervisor

Annette is an extraordinary person. She is always willing to assist and Annette is very patient.

Maggie Kwan, Systems Administrator

I would like to recognize Maggie Kwan for her excellent help and assistance given to me during cash upload to the system on October 13, 2010 that prevented the system crash which occurs due to unwanted log-in by others in the middle of the process. I would like to take this opportunity to thank Maggie for her prompt advice and assistance.

Amy Qiu, Book Inventory Coordinator

I would like to recognize Amy for the mastery of the job of book inventory coordinator, in the short time that she has been doing this, with no prior book inventory experience; she is doing an excellent job.

Also, there were quite a few employee requests for staff sales and Amy was very helpful in sourcing these, ordering and following up.



Jade Vincent, Credit Representative

Jade handled the situation very professionally and kept us up to date with the progress. She was also very caring and empathetic towards our difficult situation. We're been dealing with Metro News over 10 years but never encountered any staff that we wanted to recognize..... Jade was truly exceptional in customer service and deserves full excellence recognition.

Thanks!!!

Valerie Walmsley, Distribution

She is always cheerful and brings excitement to any conversation and I find her very helpful. She has a very positive outlook on magazines and is always looking to try and find ways of selling them.

In Chemistry, a dedication to teamwork

Pam Fernandes, ONS - Distribution Administrator

Pam is always prompt and helpful when any matters arise. It is our pleasure to have her as a contact person at ONS/Metro News.

Thanks.