

November 19,  
2014

# Co-op Communicator

## In this issue

- 1 From the General Manager
- 1 Upcoming events
- 1 Renovation Updates
- 2 From the Board President
- 2 Fun with Food
- 2 Who named them Nachos?
- 2 November Staff Updates

**No *Communicator* will be put out on November 26.**

**Happy Thanksgiving!**

## Upcoming events

**November 19:** Board of Directors meeting, 5:30 p.m., Black Center

**November 20:** Safety Committee, 12 noon, Hanover Board Room

**November 27:** Thanksgiving Day, all locations closed

**December 1:** Leadership Team, 11:00 a.m., Hanover

**December 4:** Wellness Team, 11:00 a.m., Hanover

**Taste of Tradition Parties**  
**3:30-5:30 p.m.**

**December 4:** Hanover

**December 5:** Lebanon

**December 11:** White River Junction

## From the General Manager

This week we are finishing up the annual budgeting process. Over the past few months, department and store managers have been looking at trends in our business, thinking about changes in the year to come, and forecasting what those changes will mean to the business of the Co-op.

Of course, the biggest unknown is the impact the Hanover store remodel will have on the rest of the Co-op.

Will the construction and dislocation of departments during the various phases of construction in Hanover mean shoppers will go elsewhere, or will the changes happening week by week actually draw customers in to see what's new?

How will sales at other stores be affected? Although we cannot know precisely the answer to questions like these, we have to plan and monitor the results.

This year I have asked store managers and department heads to put down on paper what they expect to happen in the year ahead. I've also asked that they try to put some numbers to those plans, so that they can be monitored. The idea is to have goals represented by real numbers that you and your fellow staff can know and help to reach.

For example, if the budget for your department calls for a 5% increase in sales, you should have benchmarks to determine whether the goals are being met. If they are not, you should be able to determine, on a weekly basis, what needs to be done to meet or exceed the goal.

Over the next month, we'll be refining those plans to add the benchmark numbers for each department in 2015 so that you can track them through department huddles. Next year we'll be starting this process in the spring so that we can refine it even more.

## Renovation Updates

### White River Junction

The final push is on for the exterior renovations at White River Junction. All new energy-efficient windows are now in place, new drainage has been completed, vinyl siding is finished, and the new road sign is back in place after being hit by a car shortly after it was installed! Parking lot patch paving was completed last Friday.

### Hanover

Kids' hardhats have arrived, and kids both big and little are enjoying them!

## From the Board President

This month marks my sixth month as board president. I'm half way through the one-year term. The position has been, in many ways, what I expected, but has also had a lot of unexpected twists and turns.

The Hanover renovation was expected. It took longer than expected to get all the paperwork and permits done, but the work is now well on its way.

When I became president, a lawsuit was not expected. It has had ramifications that have affected things that can be discussed and things that can't. In the midst of all of this, we as a board have tried to keep the lines of communication open. We've added a member comment time to our regular board meetings and conducted member forums. We have read all the emails and letters sent to us.

As events continue to unfold, please remember that members can always contact the board. If, in the course of your work, you encounter members with questions or concerns, feel free to refer them to me at [president@coopfoodstore.com](mailto:president@coopfoodstore.com) and let them know that we do indeed read and consider everything that is sent to us.

—Margaret Drye

## Fun With Food



### Answer next week!

Answer to last week's  
Fun with Food photo:  
*Souper Bowl*

## Did you know that nachos are named after the man who invented them?

In the 1940s, Ignacio "Nachos" Anaya, a chef in a small Mexican town, put together a quick snack for a group of Texan women who were on a shopping trip. A recipe for his special—*Nachos Especiales*—can be found in a 1949 cookbook called *A Taste of Texas*, along with the story of how the dish came to be.

## November Staff Updates

### On the Move

**Shane Follensbee** has moved into a new position within the Lebanon Prepared Foods Department where he will now be Assistant Manager.

**Emily Rogers** will be moving to Buck Road in January when she begins her new position in Education and Member Services as the Administrative Coordinator. Emily is currently a supervisor at the Lebanon Service Desk.

### New Cooperators!

November has brought two more bundles of joy to the families of White River Junction staff.

**Dianne Wilkins** (Produce) has her first grandchild, Dylan Jane Cannady born on in Alaska.

**Elias Gray** (Meat) is the proud dad of daughter, Amelia Gray.

Congratulations to all!

### Please welcome ...

**Jennifer DeSellier** (Hanover Overhead)

**Kendra Olson** (Community Market)

### November Farewells

**Theresa Patno** (Hanover Front End)

**Chet Brant** (Lebanon Frozen)

**John Sausville** (Lebanon Center of Store)