

September 25, 2014

Co-op Communicator

In this issue

- 1 From Terry Appleby
- 1 ServSafe Graduates
- 1 By the Numbers
- 1 Upcoming events
- 2 From the Board President
- 2 September Staff Updates
- 2 Fun with Food

Do you have a suggestion for the *Communicator*? An idea or a request for a feature you'd like to see?

Send your comments, kudos, complaints, and corrections to editor Rosemary Fifield.

We apologize in advance for anyone we may have missed in our September Staff Updates!

Upcoming events

September 29: Orientation, Part Two, 8:30-noon, Buck Road Conference Room B

September 29: Sustainability Team Meeting, 2:00 p.m., Buck Road Conference Rm. B

September 30: Inventory

September 30: Co-op Member Forum: How and Why of Co-op Financial Statements, 6:30 p.m., Lebanon Co-op Café and Learning Center

Caslot Sale: October 9, 10, 11

From Terry Appleby

We will soon be into the fourth quarter of 2014 and are thinking ahead to next year. Planning is underway, and store and department managers will be putting together budgets over the next month that will guide our work. But before we move into 2015 we've got a couple of big changes still to come this year.

First, we'll be making some changes at the **Lyme Road Community Market** to update the product line and create more efficiency in the operation. Staff at the store are working hard to find ways to grow sales and gain profitability, and the change to a convenience-oriented format is expected to help that effort.

The landlord at our **White River Junction** will be making some significant upgrades that will impact the look and feel of the store. A new roof with better insulation and new thermo pane windows will be installed that will increase the energy efficiency of the store. New automatic doors are also planned, and the exterior of the building will be getting a much needed facelift. In addition, the parking lot drainage system will be repaired and a first coat of blacktop applied. The parking lot will be finished in the spring of 2015, but the work this year will still provide significant improvements.

And we can't forget the remodel of the **Hanover store**, which will be kicking off within the next several days and will last into mid-2015. The project will take up a lot of time, money, and energy in the first six months of the year, but we'll have a transformed store ready to better meet member needs after it is completed. Hanover staff have been busy for months in trimming the product line and preparing for the first phase of the project.

Over the next few months I hope you can get around to these locations and see the changes. It should be an interesting fourth quarter!

ServSafe Graduates

Twelve Co-op employees completed the 16-hour ServSafe class on September 12 and passed the National Restaurant Association exam to receive their five-year, nationally recognized certification as Food Safety Managers.

Derek Dube (Hanover Produce), **Ali Langley** (Hanover Cheese), **James Ralston** (Hanover Produce), and **Seth Watson** (Hanover PFD/Deli) are first-timers. Staff who recertified are **John Bellavance** (Community Market), **Sheila Clark** (Lebanon Front End), **Jean Dyke** (Merchandising), **Tracey Haddock** (Lebanon Center of Store), **Dan Hazelton** (Lebanon Bulk), **Chris Martin** (White River Junction Meat), **Michelle Metcalf** (Hanover Front End), and **Stan Steacie** (Lebanon Center of Store).

By the Numbers:

Since February, 2007, 174 individual Co-op employees have taken the 16-hour in-house ServSafe course and exam. In addition, 42 of those employees have recertified for an additional five years. Thank you for taking food safety seriously!

From the Board President

As we prepare to break ground on the Hanover store renovation, perhaps it is a good opportunity to re-visit other times in our history when we have faced the disruption and confusion (and eventual benefit) of renovation and expansion.

In 1994, renovation of the Hanover store added the Floral, HABA, and Prepared Foods Departments, created a Service Desk on the main floor, and added the cashier office. It expanded the Bulk area and Cheese Shop and moved the checkout lanes into the newly extended front of the store. It also expanded the upstairs, adding office space, the board room, and the teaching kitchen as part of the improved employee break room. The former BIN building in the middle of the parking lot was taken down to make way for more parking.

That was an extensive renovation! In fact, it was so big, the Co-op promoted that period with punch cards that rewarded “hard-hat” shopping.

As a shopping member, what do I remember of that time of upheaval? Almost nothing. I remember feeling disoriented with the way the new checkout lanes were set up, but I rejoiced in the new or larger departments and the increased number of parking spaces.

The topsy-turviness of our present remodel is only temporary, so take heart—the benefit will be long-lasting!
—Margaret Drye

Fun With Food



What is it?

Answer to last week's Fun with Food photo:
Pecan pie

September Staff Updates

Please welcome ...

Sandra Bowie (*Hanover Floral*)
Cindy D'Entremont (*Lebanon Front End*)
Gary Derosier (*Lebanon PFD*)
Jill Dorman (*Lebanon PFD*)
Lori Hildbrand (*Human Resources*)
Kelsey Mason (*WRJ Front End*)
Theresa McDonnell (*Lebanon Cheese*)
Amara Nichols (*Hanover Front End*)
Mark Rogenski (*IT*)
Kody Sanborn (*Hanover PFD*)
Jesse Waring (*Hanover PFD*)

New Cooperators!

Mark Langlois (*Finance*) welcomed a son, Jackson Albert, born on August 29.
Justin St. Peter (*WRJ COS*) and **Justine St. Peter** (*Hanover Service Desk*) celebrated the arrival of their twin boys, Oliver Camden and Faerghus Harold, on September 8.

September Farewells

Ben Bonner (*Lebanon Front End*)
Robert Bonham (*Lebanon Produce*)
Helen Daisey (*Community Market*)
Robert Henskens (*Commissary*)
Tosha Jones (*Lebanon Deli*)
Adrienne Labombard (*Lebanon Deli*)
Jeff Lister (*Hanover Seafood*)
Jacob Murphy (*Lebanon Front End*)
Ian Richardson (*WRJ Deli*)
April Stone (*Finance*)
Joseph Stumpf (*Community Market*)

Who's on the Move!

Jill Dalley (*former WRJ Pricing Coordinator /Overhead Float*) is now a Clerk in the White River Junction Center of Store.
Penny Ashe (*formerly IT*) has taken Jill's place as Pricing Coordinator/Overhead Float in White River Junction.
Irene Bills (*formerly Hanover PFD/Deli*) has moved to the White River Junction PFD/Deli.
Leon Valia (*former Lebanon COS Assistant Department Manager*) has joined the Merchandising Department at Buck Road.
Jesse Johnson (*former WRJ COS Supervisor*) is now the Lebanon COS Assistant Department Manager.
Brandon Foley (*formerly Hanover Seafood*) is Manager of the Lebanon Seafood Department.

Answer to last week's By the Numbers quiz: How many pumpkins did the Co-op sell last fall? 1,512.