

scratch and sniff!



# Xpress

## WELCOME TO JULY

It's July already – we're halfway there! This month we had some great submissions. Try making the winter warmer Sweet and Sour Chicken Meatballs. We also have some stories on exceptional service our team are providing to our customers.

Enjoy the french fries scratch and sniff!

## WIN A FATHER'S DAY GIFT PACK!

Father's Day is not to far away but do you know what date it falls on this year?

Is it...

- A: 25th December
- B: 5th September
- C: 9th May

Send us in your answer for your chance to win a Father's Day gift pack. Don't disappoint Dad by not getting the correct date.



## GREAT SERVICE... IT'S EVERYONE'S RESPONSIBILITY



So, you think Mystery Shopper is just about the front end?

Wrong, a Mystery Shopper provides feedback on the service they receive across the entire store. It's everyone's responsibility to provide great service to our customers.

Anytime you are on the shop floor a customer may ask you where something is. Great service is always offering to take the customer to the product. If you are unsure of where a certain product is, check the store guide located on the end of each aisle, or check with another member of staff.

The simple act of offering to help is often enough to improve someone's day (including yours)!

We have been doing really well, with a current Mystery Shopper national average of 81%. Our aim is to have an average of 90%, and with all of the team working together, we will get there.

## LONG SERVICE ACHIEVEMENTS

This month we have another four long service achievements.

Angela Ripley from Riverton in Region 1 has reached a huge milestone of 30 years. Angela started out in the Nightfill team in 1980. She is currently a Store Services Assistant. Angela celebrated her milestone with current and past work mates.

The Bowen store in Region 10 recently celebrated two long service anniversaries. Perishables Assistant Christine Behan celebrated her 15 year anniversary and Bakery Assistant Annette Morgan celebrated her 10 year anniversary. Both these ladies started their careers with the Bowen store.

Linda Shar from Bullcreek in Region 1 has recently celebrated her 45 year service anniversary. Linda reminisced of times when short skirts and suspenders were acceptable uniform standards. She celebrated her anniversary with team mates, Regional HR Manager Tess Turner and Area Manager Gatano Nesci.

Congratulations Angela, Christine, Annette and Linda.



Angela Ripley (bottom left) and some of the team at Riverton in Region 1



Christine Behan and Annette Morgan from Bowen in Region 10.



Linda Shar standing in the middle of the Bullcreek team in Region 1.

## CUSTOMER COMPLIMENTS



Below are some compliments from our customers. Well done!

**Customer thanks Anne-Marie Worden and Mark Laundry from Golden Grove in Region 2.**

The customer received a call from Anne-Marie saying his wife had collapsed while she was shopping in the store with their 21 month old son. Not only did they look after the customer's wife by providing her with first aid, they also took care of their 21 month old son and picked up the customer from his house to take him to the store to be with his wife. The customer said he will continue to shop at the store as he is pleased with the comfortable and friendly approach the store staff have. He said he feels safe knowing that the staff are well trained to deal with such incidents.

**Customer commends Kelly Kurtz**

**A happy customer wrote in to commend Kelly Kurtz from Orange in Region 7.**

The customer was doing her weekly shop with her three week old son. The customer said she was waiting at the checkout behind someone with a very full trolley. Kelly approached the customer and pointed out that another checkout would be faster. Kelly noticed that the customer had a baby in a sling across the customer's chest so Kelly also moved the trolley for the customer to the faster checkout and offered to unpack the trolley. The customer was so impressed with Kelly's service that she wanted to praise her for being so helpful.

**Customer congratulates staff at Cannonvale in Region 10**

**A customer would like to congratulate the staff at Cannonvale in Region 10 for their excellent service.**

The customer had to purchase a large amount of groceries to take on a yacht for a week's holiday. The customer said the staff at the Service Desk and the Deli department provided exceptional service and the customer would like to thank them for their support and patience. The customer said that he would not hesitate to recommend the Cannonvale store to other travellers and he would like to congratulate them on a job well done.

## TOP BAKER!

Daniel Bishop from Shellharbour, NSW recently graduated from TAFE. He came first in his class as a 4th year apprentice baker. The Shellharbour team is very proud of Daniel's achievement. Congratulations.



## SAVE THE FROGS

Patterson Lakes in Region 5 supported the Patterson Lakes Primary School Cross Country Run and the Zoos Victoria Save the Frogs day.

The two events were held on the same day. Everyone got into the spirit by wearing green and the store supplied fresh apples, bananas and water to the children.

The day raised \$440 for Zoos Victoria Save the Frogs.



Sandra Robinson, Eco Ambassador Raelene Ezard and Store Services Manager Leanne Marshall setting up the fresh fruit and water for the kids.



Children from Patterson Lakes Primary School dressed up in green.



Are you considering, or currently participating in, the Woolworths Employee Share Purchase and Long Term Incentive Plans?

Through WECU's strategic partnership with Outlook Financial Solutions we are able to offer all our members nationwide access to a high quality, reasonably priced, personalised financial advisory service.

Outlook is available to assist you with informed decisions on the Woolworths Employee Share Purchase and Long Term Incentive Plans. It does not matter what stage you're at in life, advice is beneficial for everyone. Gaining some experienced advice about your finances can dramatically improve your situation. It's never too early or too late.

**Call Outlook today** to be informed with the right advice before you make a decision. Phone 1300 883 122.

## WHAT'S THAT?

### Carambola – AKA Star Fruit or Five Corner

The Carambola has been grown in Northern Australia for over 100 years. They are a good source of Vitamin C and a reasonable source of potassium.



**What does it taste like?** They are usually sweet with a similar taste to an apple. The flesh should be juicy and the colour should be transparent yellow/white.

**What should it look like?** Select firm, well-coloured fruit, with a clean waxy skin and crisp appearance.

**When can I get them?** Carambolas are available all year round, with the main supply period from December to September.

**How do I store them?** They should be ripened at room temperature as they like humidity. Mature fruit like to be kept cold so keep the fruit in the refrigerator crisper.

**How do I use it?** Carambola is lovely eaten fresh. Because of their star shaped form, when sliced, they make a very attractive accompaniment to pavlovas, fruit salad and platters.

To prepare, just slice off a small piece of the end and discard, slice fruit into desired sized pieces along the length of the fruit. Remember to remove any large seeds.

## WINTER WONDERLAND

The team at the Narellan in Region 6 did a great job at setting up a Winter Wonderland. Check out these great photos from the Produce department – everything looks fresh from the farm!



## FRESH FOOD KIDS HOSPITAL APPEAL

The Fresh Food Kids Hospital Appeal is launching on the 23 August. Send us your fundraising efforts so we can share your hard work with the nation.

Send your high resolution photos to [xpress@woolworths.com.au](mailto:xpress@woolworths.com.au) or hardcopies via internal mail to Xpress, National Supermarkets, Norwest, North Wing Level 2, N2.C7.U.07 (all hard copy photos will be returned upon request). Include your name and store number with your entry.

## GET COOKING

Brunella Callaghan from The Glen, VIC got cooking and showed us her mouth watering Sweet and Sour Chicken Meatballs. The chicken meatballs are from our Meat Department and Brunella thinks that they are yum.



## SWEET AND SOUR CHICKEN MEATBALLS

**What you need:**

- 1 packet of Chicken Meatballs from our Meat Department
- 600g bag of frozen vegetables. (It can be any vegetables you like, Brunella uses the 600g bag of Birds Eye Stir Fry Vegetables)
- 570 g of Kantong Sweet and Sour Sauce
- 1 tablespoon of oil

**Method:**

Heat oil in a fry pan. Add the meatballs to the fry pan and cook until cooked through.

Add the vegetables and cook through.

Then add the 570g Kantong Sweet and Sour Sauce into the fry pan and let cook for three minutes. Serve with rice.

## BIGGEST MORNING TEA

Cobram, VIC held the Biggest Morning Tea and raised over \$400 for the Cancer Council.



Customer Service Supervisor Ashby Randall and Customer Service 2IC Casey Graham hosted the morning tea with team members bringing many cakes and slices.

## OUR TEAM... AND THEIR LOVE FOR SOCCER

The World Cup has just passed with the world's best displaying great soccer skills. What about those who play on our local turf?



Aaron Mortimer from Kogarah, NSW wanted to recognise and share his friend's soccer talent. Aaron's friend Mark plays for the St Christopher Soccer Club in NSW. He is pictured above playing in the grandfinal in 2009 which they won 2 – 1.



Juanita D'Cruz from Dianella, WA is one proud grandmother. Her grandson, Simon, plays for The Western Knights in the State Premier League. Here is a photo of Simon about to kick his first goal against Swan United.

## YOUR SAY

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