**Week ending 4/4/2015**

My third week consisted of working in Grocery, HR, Frozen/Dairy, HBC, and GM

On Monday I worked in grocery with Ron. The morning consisted of us walking through all of grocery and walking the aisles with Wendy (store manager) and the night crew. The team does this every morning to look at any product that may be missing. The team will check CAO to see what could be going on with the product. It may be that the product was not delivered or that the product is on backorder. Sometimes the warehouse could have sent the wrong product. This helps the store understand what is going on with their products so that we can deliver better customer service to our customers if they have questions on products. This was the second week that grocery began using CAO and everything was working as should. I also learned how to make an adjustment on products with CAO using the PICS gun and then finalizing it through the desktop system. Next Ron and I took down a display in the vestibule of the store so that Floral could put up flowers for the Easter holiday on Tuesday. After that we stocked a few end caps with some new planograms that W-Retail sent grocery. I learned that we want to ensure that when we are stocking product on the shelves we always want to put the most recent expiring products in the front so that they sell first. This will ensure our shrink is less. Otherwise, product can expire and it must be thrown away. I also learned how to face a product when setting it up. Next Ron and I went to the Easter candy area so that we could optimize our shelf space by condensing product. We were able to get GM to display some of their product in that area once we condensed the candy off of the top shelves. Believe it or not this was my entire day and it went very quickly!

On Tuesday I spent the day with John Ostrowski in HR. John starts his day out every morning walking the store and connecting with all of the employees in each area to say hi and see if they are set or need anything. He does this twice throughout the day. Later that day we filled out a lot of paper work for FMLA. All of this paperwork is a manual process in which John needs to look up the employee’s information and fill out an FMLA template to each employee. He then mails them out. John is also responsible for putting out any new job postings on the employee boards. Later he helped an employee do a mock interview to help them prep for a job they were applying for. He also takes care of any paperwork needed for employees applying for another job. At the end of the day we had a visit from Gerry Peirce and Kevin Stickles. We walked the store with them to visit each department and talk with the employees. I also learned from Kevin that we might be automating the FMLA paperwork through software. It was nice to see Kevin and Gerry visiting the stores to connect with people and it was also very nice to meet them. Kevin seemed to know everyone and it was nice to see that connection he had with the employees. It is stuff like this that makes me love the company I work for.

On Wednesday I spent half of my day in Frozen with Tom and the other half of my day in dairy with Roger. That Wednesday was the first day Frozen was ordering from CAO. That morning Tom was looking over the orders to ensure they looked proper. He needed to make one adjustment to the order, but everything else seemed to look correct. After that he gave me a tour of the freezer. C-O-L-D! I don’t know how he works that everyday. Fortunately, he didn’t let me go in the freezer to get product again throughout the day! Once, we reviewed how product comes in and is stored in the freezer we began stocking. He showed me where they keep runners with product that needs to go out on the shelves. The main rule of thumb I learned in all the departments is do not let product sit! If you can get it out on the floor to be sold then do it. We would rather have product on the shelves for sale than sitting in a back room. I learned a few tricks to putting product out. Mainly we always want to put the most recent expiring product to the front (although with frozen shelf life is much longer). Later that day I moved to dairy and it was cold there too! There is typically someone in the cooler sticking product like milk, eggs, juice, etc. Then there is someone on the floor stocking product as well. Typically they will go out and look at the area and write down anything they see running low. Then they will go get the product and fill it. I was proud that later this day I was able to coach an employee on how to make an adjustment with CAO on a product. This was the first day that dairy was using CAO as they received there first order the night before. Again, we want to ensure that we are pulling the most recent expiring product to the front so that it gets picked first by customers.

On Thursday I spent the day in HBC with the other Lisa Walsh who is a team lead in HBC. She showed me how they order different products. Some product is ordered through paper work, email, Quick Response, or vendors stock product. There are many different methods to getting HBC products in the store. They get product 3 or 4 times a week. Lisa also showed me how to write a miss-pick. This is when they ordered a product, but received something else. At times the warehouse will store the product in a slot that it didn’t belong in and this could cause a miss-pick. She also showed me some of the end-cap demo areas, which W-Retail asks them to set-up. She went over WOW bins and Family Favorites. Periodically throughout the day we kept checking these bins to re-fill them. These change weekly. HBC also has some products in the baby section and in Natures Market. They also own Yoga in GM. I helped Lisa stock shelves as well. Again, always pulling the most recent expired product to the front ☺

On Friday I spent the day in GM with Curt. We began our day by condensing some of the Easter items to create space for a new planogram that was to begin that day (plates for spring time). We then went up front to bring Easter products to the vestibule area for sale and also to the Easter candy area in hopes that the product would sell quicker in those areas. I learned that if we do not sell the product by Easter we will mark it down each week until it sells. Once we finished with that we set up the new display that W-Retail sent the team. Then Curt took me around all of the areas to show what GM owned. I was surprised to see that GM is all over the store. They own some areas in grocery as well. Some of the products I was surprised to see belong to GM (like baby products and even one pledge product in grocery). Curt also explained that AG, American Greetings, stocks and displays their cards. Everything else the vendors send/order for Wegmans, but we stock them. He showed me the balloon area as well. Later he explained that GM will soon condense down 2 aisles as the company has chosen to sell less products in, he department. I also learned how to order talkers and tags while in GM with the PICS gun. AND lastly, I had a surprise visit from Dave and Laura checking in on me ☺

**Technology Opportunity**

On Friday Curt showed me orders for balloons. Typically customers will call in an order on balloons. I think this would be a cool opportunity to put on our website to allow customers to place orders on-line. Also, a lot of the ordering in HBC and GM is all manual through paperwork or emails. I don’t know if it is possible to automate these orders, but I think this would be an opportunity to make the ordering easier for our stores. It would also save on a ton of paper!