Let It Go, Hannah!
10:25 a.m., Nov. 28, 2016, Store 36, Paragould, Ark.
Cashier Hannah Bass smiles at a customer and child as they note that Hannah reminds them of a favorite Disney character: Anna from *Frozen*.
February 2017

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Here’s how associates at the northernmost Walmart in the U.S. bring cheer and exceptional service to their customers.

THIS SYMBOL MEANS THERE’S MORE WALMART CONTENT ONLINE OR AT Walmartworld.com.

ARTICLE Celebrate Black History Month.
PHOTOS See memorable in-store moments in our new gallery.
MONEY Got your W-2 form? Get tips on how to read it.

BE THE FIRST TO KNOW!
Subscribe to our email newsletter at walmartworld.com/SignUp.

How Associates in Alaska Serve Their Customers

Chocolate-Covered Strawberries

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Connie Frontiera, maintenance associate, Store 2618, Commerce, Mich.

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FROM OUR READERS

Thanks to You

Antwain [Antwain Donté Hill, “Thanks for All You Do,” December 2016] was my deli manager at Store 3035. I was the oldest associate on his team. He treated me with so much respect that I had no choice but to give him 100 percent each and every day he was there.

Eric Cox, department manager, maintenance, Store 3035, Washington, D.C.

Eric, thank you for writing us about Antwain Donté. We feel lucky to have met him!

Say “thanks” and read more thank you’s at walmartworld.com/Thanks

SOCIAL LIFE

Seen on Facebook

@dougmcmillon
president and CEO of Wal-Mart Stores, Inc.

Here’s a list of the top books that taught and inspired me this year. ... Greg Foran shared The Good Jobs Strategy with me and I see a connection to ... Change by Design. We are making progress in designing a “system” for our associates that results in opportunities for them and an even better work environment. #ReadToLead

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We want to hear from you. Send your story ideas to wmworld@walmart.com or submit them at walmartworld.com/YourStoryIdeas.

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Printed on partially recycled paper

Walmart World
Own the Business

The Berry Best

One associate achieved success with his first VPI, thanks to his customers’ love for strawberries.
Why I Chose Strawberries

“It was my first time doing VPI. I knew I needed a product that would sell well, and many customers come in specifically for strawberries. They tell me they think our strawberries are a good quality at a good price, so they seemed like a great pick.”

My VPI Success Story

My Volume Producing Item

Strawberries, 1 lb.

How I Increased Sales

“We put the strawberries on a display right where customers come in. That worked very well.”

My Results

September 2015 $6,603
September 2016 $10,848
Increase 64%

The Protector

Whether he’s processing tax refund checks or protecting people from scams, Happy to Help pin winner Edward loves taking care of his customers at the MoneyCenter.

Edward Peña

MoneyCenter Associate

Store 3886 Edinburg, Texas

Won “Shades” pin

He Makes the Difference

Customers come from other towns just to see Edward. He helps at tax time by cashing refund checks, and he also helps ensure customers don’t fall victim to fraud.

Watching Out for You

“I make sure customers know who they’re sending money to. I also remind them that our check-cashing fees are some of the lowest around.”

Edward Peña
Outstanding Service

A great customer experience starts with friendly, helpful associates—an area where this store went the extra mile.

Nuggets of Wisdom

At this store, a “hidden gem” helps drive profit and keeps customers coming back.

Finding the “hidden gem” in your store is easy: Listen to customers—especially children. “We had kids running up with sad little faces because we didn’t have any more popcorn chicken,” says Maria Magaña, deli department manager at Store 2241 in Sunnyside, Wash. She and her team decided to make twice as much popcorn chicken daily and focus more on selling it.

The results were “popping”: Up to 1,350 servings were rung up every day, making the store a popcorn chicken top-seller for Walmart nationwide.

Make your own “hidden gem” item a success with this team’s advice:

• Know your community.
  Maria prepares even more chicken for young customers on days she knows schools are closed.

• Give people their money’s worth.
  Deli associates consistently serve a proper portion of the chicken, keeping customers satisfied.

• Take pride in your department.
  Everyone pitches in to keep the deli clean and neat. Managers and associates remind each other to have a little fun every day, no matter how busy they are.

“Having a passion for your store can do amazing things,” says Maria Magaña, deli department manager at Store 2241. Here, she makes popcorn chicken for Amy Smart, store manager, with the help of Jessica Gonzalez, who’s now an assistant manager at Store 1817 in Hermiston, Ore.
Sandwich Party!

Head to the deli counter for a taste of Prima Della—Walmart’s Private Brand of premium meats, cheeses, and spreads.

Quality and Value

Prima Della products are comparable to other premium deli brands, and they typically cost about 40 percent less.

The Finishing Touch

To top off that sandwich, Prima Della offers three high-quality spreads: Delicatessen Honey Mustard, Pub Style Horseradish Sauce, and Delicatessen Style Mustard, made with white wine.

Prime Cuts

There are 22 Prima Della SKUs in poultry, pork, and beef, including Beechwood Smoked Black Forest Ham, Buffalo Style Chicken Breast, and Hickory Smoked Turkey Breast. All are made with natural ingredients.

Cheese, Please

Prima Della offers a variety of cheeses made with all-natural ingredients. These include Sharp Cheddar, Havarti, Swiss, Colby Jack, and more.

Explore our other Private Brands at walmartworld.com/Brands
We’re hosting the biggest birthday party of the year—no RSVP required!

Customers will hear about the event during Nickelodeon’s Kids’ Choice Awards. Let’s wow them when they come to our stores! Birthday Event Kits arrive Week 6.
Walmart at the Oscars

For this year’s Academy Awards, Walmart partnered with four directors to create films based on a Walmart receipt. Behind every receipt there’s a great story—and great Walmart associates.

The films air on Feb. 26, but you get a sneak peek!

Keep an eye on WalmartOne.com for more.
Memories That Matter

One of the ways Barbara shows her love for her family? Special movie nights.

I’ve been hosting family movie night for at least 10 years. I started it as a way to spend quality time with my four nieces and my nephew, who would come over when they were little. Now, I’ve made it a special tradition with my own kids and my husband. My nieces and nephews still join us occasionally, too.

On those nights, we have kids in the house ranging from 2 to 15 years old! Snacks are an important part of our ritual. We include treats like cream soda and kettle corn mixed with M&M’s. For movies, our family enjoys new releases and classics like *The Wizard of Oz*. We usually watch at least three movies—until everyone falls sound asleep.

This is an inexpensive way to enjoy one another’s company, whether it’s a special occasion or not. The kids look forward to it. Even the teenager says it’s fun. It’s not just about watching a movie. We’re making memories.
Be Your Own Florist

Three options for displaying the flowers you get from—or give to—your love.

TRADITIONAL TWIST

Selected flowers: three to five various solid-colored bouquets of mini-carnations

- Gather groupings of five to eight mini-carnations of the same color.
- Wrap floral tape around the bunches of stems to hold them together. Repeat with other colors.
- Gather the groupings in one hand and arrange them at different heights.
- Trim the stems to the desired length for your vase. Add other flowers or grass as fillers.

Floracraft Floral Tape, 1/2" x 60', mini-carnations (available at Walmart)

MODERN TWIST

Selected flowers: three long-stemmed roses; grass or reeds

- Cut wet floral foam to fit inside a short vase or mug. Fill with water.
- Cover the foam with floral moss for a natural look.
- Trim the ends of each flower to the desired length. Insert into foam.
- Add grass or reeds as fillers.

The Pioneer Woman Flea Market Happiness Red/Turquoise Decorated Mug, roses (available at Walmart)

SWEET AND SIMPLE

Selected flowers: half a dozen or more roses

- Cross roses one over the other to form a spiral pattern. Secure with floral tape.
- Trim stems to match the height of your vase.
- Add glass decorative beads.

Panacea Decorative Glass Mini Gems 12 oz Lustre Ch, roses (available at Walmart)

Pro Tip
Group mini-carnations together with floral tape to get bigger, fuller-looking blooms.
How to Love Your Refund

This decision tree can help you make the most of your tax refund. Don’t forget: You can still get tax help in-store.

**QUICK TIPS**

Do you have either high-interest debt or a savings account with fewer than three months of emergency funds?

- **No**
  - **Save**
    - Pay down debt
    - Purchase

- **Yes**
  - **401(k)**
    - Save for retirement and get matching contributions!

Do you need income-generating sources for retirement?

- **No**
  - **My 401(k) is solid!**
  - **401(k)**
    - Save for retirement and get matching contributions!
  - **Purchase**
    - Invest in your quality of life. Consider buying necessities like tires or splurging on a smart watch; stash the rest.

- **Yes**
  - **I need some help planning for retirement.**
  - **PAY DOWN DEBT**
    - Getting rid of high-interest debt frees up money for investing or saving for the future.

Is the interest rate on your debt higher than the yield on a savings account?

- **No**
  - **My 401(k) is solid!**
  - **401(k)**
    - Save for retirement and get matching contributions!

- **Yes**
  - **Interest is weighing me down.**
  - **SAVE**
    - If your debt is manageable, stash away at least three months of expenses for a rainy day.

**RESULTS**

- **PURCHASE**
  - Invest in your quality of life. Consider buying necessities like tires or splurging on a smart watch; stash the rest.

- **401(k)**
  - Save for retirement and get matching contributions!

- **PAY DOWN DEBT**
  - Getting rid of high-interest debt frees up money for investing or saving for the future.

- **SAVE**
  - If your debt is manageable, stash away at least three months of expenses for a rainy day.

---

**Chocolate-Covered Strawberries**

So simple. So delicious. These are the perfect treat for all of your valentines.

**RECIPE OF THE MONTH**

**Chocolate-Covered Strawberries**

Prep time: 15 minutes, plus resting time

1. Line a baking sheet with wax paper.
2. Place white chocolate chips and 1 tsp vegetable shortening in a microwave-safe bowl. Microwave on high for 1 to 2 minutes, or until melted, stirring after 1 minute. Repeat with dark or milk chocolate chips in a separate bowl.
3. Dip strawberries into preferred bowl of melted chocolate and place on wax paper. (Make sure strawberries are completely dry to avoid crumbling chocolate.) After coated strawberries are hardened, dip a fork into the chocolate and drizzle onto strawberries, using white chocolate on dark chocolate and vice versa.
4. Let strawberries rest at room temperature in a cool place for 1 hour, or refrigerate for 30 minutes. Keep in a cool place until ready to serve.

Makes 6 to 8 servings.

Per serving (2 large or 3 medium strawberries):

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<th>Fat</th>
<th>Saturated Fat</th>
<th>Cholesterol</th>
<th>Sodium</th>
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As year two of Happy to Help begins, associates from Store 2618 in Commerce, Mich., look back at the program’s impact. “Our Clean, Fast, and Friendly score has gone up,” says Lee Crawford, store manager, and that’s just the start of how Happy to Help has made these associates and their customers smile.

Celebrate Your Valentines!

Make their hearts skip a beat with these top picks, all available at Walmart.

1. **Stuffed Animal**
The adorable sloth is the newest addition to Walmart’s top-selling $19.98 plush collection.

2. **Cupcakes**
Customize these store-made cupcakes and be the hit of the party.

3. **Connections From Hallmark Charm Bracelet**
This stainless steel bracelet includes five charms that celebrate love. Easily add more charms (sold separately).

4. **Love Pendant**
This sterling silver heart pendant has diamond accents and hangs from a dainty chain.

5. **Pride & Prejudice**
Based on Jane Austen’s classic novel, this adaptation is the perfect date-night movie.

6. **Big Heart Expressions Made in the USA!**
Impress with a sweet sentiment in a jumbo greeting card.

7. **Lindt Strawberries and Cream White Chocolate Truffles**
Two words to describe these sweet bites? Delicious indulgence.

8. **Versace Man Eau Fraiche**
This seductive scent for him features notes of musk, amber, and sycamore wood.

9. **Hershey’s Conversation Kisses Message Heart**
Leave your valentine a treat and a message of your affection—a recording function is built in.

10. **Heart-Shaped Wreath**
Show love on the front door with this new burlap wreath.
Teaching Outstanding Service
“After I won, lots of people asked about my pin,” says Saida Moudnani, department manager, grocery. “They loved hearing my story, and it got them thinking about what they can do to win.”

Saida set a strong example: A customer came in looking for a special type of water that her husband needed as part of cancer treatment. The store didn’t have much on hand, so Saida arranged for her store to receive extra amounts. When the cases came in, Saida let the customer know, and she also made sure to ask her about her husband’s health. The customer raved on Facebook, leading to Saida’s award.

“Oh my gosh—it really made me happy!” Saida says. “Happy to Help shows how much the company believes in taking care of customers.”

Celebrating Great Work
Store 2618’s Clean score has gone up thanks to maintenance associates like Connie Frontiera, who works third shift. Her thorough cleaning of the men’s restroom inspired one customer to tell Lee it was so neat it “felt like home.” This hard work earned Connie a Happy to Help pin.

“It feels so good to be recognized,” she says. “I’m going to do my job anyway, but it really is nice for someone to notice.”

As the store manager, Lee likes how Happy to Help lets him honor associates whose work sometimes may be taken for granted. “Giving pins out throughout the shifts and departments shows everybody is appreciated,” he says.

Quick Tip
Have genuine interest in your customers.

Quick Tip
Tiny noticeable things matter.

Increasing Morale
Jonah Gutierrez, Photo Center associate, won his Happy to Help pin after a grateful customer wrote a letter to Doug McMillon, president and CEO, Wal-Mart Stores, Inc., about Jonah’s service.

Jonah, who’s been with Walmart for about 10 years, has watched his store become a happier place since Happy to Help began. “I think it’s increased morale,” he says. “It means a lot to be recognized and know that you’re helping the customers get what they need.”

To add to the fun, pin winners are posted on the store’s Facebook page. “My family went crazy when they saw me on Facebook,” Jonah says. “I had so many good things said about me!”

Quick Tip
Make eye contact with customers.

Number of Happy to Help pins awarded (and stories submitted to Home Office) since February 2016
110,000+

Number of divisional pin winners chosen this past year
75+

Number of special divisional pins each division leader can give out per quarter
5
 Associates Deserve Accolades

“Happy to Help encourages associates to go above and beyond,” says Lee. Like many managers, he submits pin-winner stories and pictures to the Home Office. There, Brock McKeel (above left), senior director, Central Operations, and Roy Biles (above right), senior manager, Central Operations, hang the photos on Executive Row, so company leaders can see them every day. “It’s great that leadership sees what our people are doing,” Lee says. “Associates deserve the accolades.”

Celebrate Happy to Help!
Use the materials in the latest Happy to Help Kit to build a recognition board in your store! Visit walmartworld.com/HappyToHelp for more stories of pin winners and the things they do for customers.

NORTHERN LIGHTS

It takes a special team to stay happy in one of the coldest, darkest places in the country. Even at temperatures of -30 F, associates at Store 2722 in Fairbanks, Alaska, keep customers—and each other—smiling by taking outstanding customer service to the extreme.

Fairbanks, Alaska
Local Time, 10:25 a.m.
February marks 30 years of service for Command Sgt. Maj. Vento Collins, customer host at Store 2722, who started at the store in September as part of his transition away from active duty. He knows better than most the needs of the military families in the area. "They're not used to the conditions up here," says Vento. "So they count on us to help them prepare for life in Alaska's interior. We're here for them, day and night."

I've lived in Fairbanks for 75 years. The associates here are so helpful. Pat Johnson, customer (shown left)
Warm-Hearted

Reggie Crane spreads light to his customers and community by giving back wherever he can.

We are Walmart
Stories of Amazing Associates

Warm-Hearted
Reggie Crane spreads light to his customers and community by giving back wherever he can.

EQUIPPED FOR LIFE IN FAIRBANKS
(from top)
Like many customers, associate Richard Wilson uses an all-weather extension cord to keep his car battery from freezing up.

Store 2722 is one of the first stores to receive boots—as early as August—so that customers are ready before the snow hits. “They aren’t just any boots,” says Debra Stephens. “These are rated for -52°F.”

In winter months, sunlight is scarce. Lamps like this HappyLight on Nuanchan “Nuey” Deam’s desk keep customers and associates smiling.

See more about Store 2722 in Fairbanks by visiting walmartworld.com/Alaska.
"If you put a good hand out, a good hand will come back," says Reggie Crane. Growing up in a low-income household, he often depended on the generosity of others. Now, he’s paying it forward.

"When I realized our local firefighters had to buy their own meals, I knew I had to do something," Reggie says. With management’s permission, Reggie gave the firefighters Walmart gift cards to ease the financial burden. He’s also championed fundraising events for the fire department, like a dunking booth in the store’s parking lot. One year, thanks to Reggie’s efforts, the store even donated the firehouse’s Thanksgiving dinner.

"Reggie takes pride in and ownership of the entire store, not just his department," says Jessica Edwards, co-manager, Fresh. Reggie is also the purchasing liaison for Harvest House, a nonprofit that donates hygiene packages to women rejoining society after serving time. Reggie explains, "One of the heads of the organization is a regular customer. She said she needed help buying in bulk. If a customer needs help, I want to help."
When their work schedules allow, husband and wife Kamil Faraj and Methal Al-saegh walk to Store 1104 together. Methal, a Photo Center technician and electronics sales associate, and Kamil, an in-stock associate, don’t see each other much during their shifts, but their time together at Walmart is special. The couple first met in Syria. Methal moved there from Iraq to seek refuge from the war. Kamil offered her a job at the computer business he owned while she waited for resettlement. “Kamil helped me a lot, ” Methal says. “I was alone, and he supported me. ” Over time, the two fell in love. After Methal’s resettlement application was approved, they got married. Then Methal helped Kamil move to Canada. Eventually, the couple found work at Walmart, where they are grateful for the store’s open door policy and kind, supportive management. “Both Methal and Kamil take pride in their work, ” says Lui Stefanucci, co-manager.

Mutual Support

Usually, when Ken Nelson drives to a Walmart store, his truck is full of merchandise. His favorite trips, however, are ones where he has a special passenger. Ken is active with Walmart Heart, a driver-sponsored program that provides a special day for chronically ill children. At each event, the child gets a place of honor in front of a convoy that makes its way to a Walmart store, where the child is surprised with a fun party. During his 14 years with the company, Ken has participated in about 65 Walmart Heart events. “It’s a joy to see these kids enjoy themselves and get time away from their struggles, ” he says. Ken’s big heart also led him to help fellow associate Greg Diehl, a former yard driver at Distribution Center DC 6069. After learning that Greg’s son had spina bifida, Ken and the rest of the St. James Walmart Heart team organized a Walmart Heart event for the boy. “It really helped me realize just how much Walmart does for the community, ” says Greg, now an overnight support manager at Store 27 in Salem, Mo.
Anniversaries

February 2017

Company Fact
Sam Walton and Helen Robson were married on Feb. 14, 1943, in her hometown of Claremore, Okla.

Associate Fact
This month, 144 amazing associates are celebrating their 30th anniversary with Walmart.

Sign-sational Store

When Store 5461 had its grand opening in September 2015, Gerry Kaady, assembler, led approximately 300 new associates in the Walmart cheer—using American Sign Language (ASL).

Gerry and his wife, Lezley Kaady, an apparel associate, are two of six deaf associates at Store 5461. “It’s nice to work with other deaf people,” Lezley says, “and we do get to help deaf customers.”

Indeed, the number of ASL-fluent associates at Store 5461 makes it a popular shopping destination for deaf customers, says Personnel Coordinator Francisca Singh-Blunk. “It makes them more comfortable to have someone to sign to.”

Even nondeaf associates are starting to pick up signs, to better communicate with their deaf colleagues and customers.

“We’re talking about doing a six-hour class for ASL soon. I’m excited about it,” says Gerry, who will be teaching some of the basics. “I love working here.”
Anniversaries / 45, 40, & 35 Years

45 years

Rose Bayliff
WM 674 Gallatin, Tenn.

Miriam Barroso Cosme
WMPR 3680 Bayamon, Puerto Rico

Sammy Sappington
HO 9755 Pearl, Miss.

Lou Landres
WM 89 Camdenton, Mo.

40-year associates not pictured

Robert Walker
LG 9848 Bentonville, Ark.

35 years

Carol Vaughan
HO 8005 Rogers, Ark.

Warren Greeno
LG 6819 Loveland, Colo.

Mary Griffin
WM 1628 Simpsonville, S.C.

Jesse Garza
WM 6786 McAllen, Texas

Trent Cockrum
WM 15 West Plains, Mo.

Bonnie Putnam
WM 50 Dexter, Mo.

Mary Griffin
WM 198 Salem, Ill.

Judy Leafield
WM 453 Malvern, Mo.

Tammy Wheeler
WM 454 Fairfield, Ill.

Anita Tipps
WM 454 Fairfield, Ill.

Deborah Fretwell
WM 738 Camden, Tenn.

Laura Kmetzinger
WM 198 Salina, Ill.

Kim Rosenburgh
WM 224 North Vernon, Ind.

Judy Leafield
WM 453 Malvern, Mo.

Carol Vaughan
H0 8005 Rogers, Ark.

Warren Greeno
LG 6819 Loveland, Colo.

Mary Griffin
WM 1628 Simpsonville, S.C.

Mary Griffin
WM 198 Salem, Ill.

Kim Rosenhurgh
WM 224 North Vernon, Ind.

Judy Leafield
WM 453 Malvern, Mo.

Carol Vaughan
H0 8005 Rogers, Ark.

Warren Greeno
LG 6819 Loveland, Colo.

Mary Griffin
WM 1628 Simpsonville, S.C.

Judy Leafield
WM 453 Malvern, Mo.

Deborah Fretwell
WM 738 Camden, Tenn.

Laura Kmetzinger
WM 198 Salina, Ill.

Kim Rosenburgh
WM 224 North Vernon, Ind.

Judy Leafield
WM 453 Malvern, Mo.

45-year associates not pictured

Rick Beemer
LG 9848 Bentonville, Ark.

Michelle Warren
WM 30 Columbus, Mo.

Evelyn Blevins
WM 52 Aurora, Mo.

Joy Royals

Maxine Hubbard
WM 404 San Marcos, Texas

Marc Killman
WM 216 Marion, Ill.
Anniversaries / Alabama—California

Alabama

30 years
Katrina Tyler
WM 154 Madison
Clarice Bettner
WM 155 Mobile
Evelyn Booth
WM 153 Birmingham
Darin Gunter
WM 148 Homewood
Emma Holmes
WM 162 Decatur
Penny Holley
WM 5903 Huntsville
Marie Dobbins
WM 412 Salida
Johnny Kirkland
WM 648 Decatur
Janice Madison
WM 118 Birmingham
Tammy Martin
WM 394 Muscle Shoals
Thelma Montgomery
WM 318 Selma
Patricia Nichols
WM 730 Selma
Joann Riggsby
WM 730 Selma
Dwight Robertson
LG 6807 Colmaran
Jeffery Strickland
WM 744 Enterprise
James Thompson
WM 433 Fasthope

Arizona

30 years
Ricky Hardage
LG 6811 Buckeye
20 years
Julie Bennett
LG 7461 Gilbert
Karen Happenon
WM 4480 Maricopa
Jeffrey Hughes
LG 6832 Tucson
Cary Lawrence
LG 8161 Queen Creek
Melina Rivera
WM 5066 Tucson
Betty Tomes
LM 390 Chandler
Janice Tysoe
LM 146 Suffolk
20 years
William Brown
LM 994 Chandler
Elia Carrillo
LG 5660 Casa Grande

Arkansas

30 years
Shelly Bayham
HD 863 Bentonville
Donal Brake
HD 9651 Bentonville
Michael Bright
HD 862 Bentonville
David Frevert
HD 9651 Bentonville
Charles Guthrie
HD 8635 Bentonville
Michael Hancock
LM 390 Arkansas
Donald Heins
LM 390 Arkansas
James Lewis
LM 6801 Bentonville
Michael Morrison
LM 390 Arkansas
Lucinda Mix
LM 6801 Bentonville
Tim Neale
LM 617 Bentonville
Larry O’Neal
LM 8680 Bentonville
Alvern Olson
LM 900 Bentonville
Michael Westfall
LM 358 Alma
25 years
Willie Anderson
LM 8680 Bentonville
Joy Bailey
LM 526 Shreveport
Jeanine Binder
HD 8544 Bentonville
Clifford Bollinger
LM 780 Bentonville
Shawn Zichert
HD 872 Bentonville

20 years
Susan Atkinson
WM 125 Fort Smith
James Baker
LG 6018 Seaside
Robert Biedemann II
HD 8569 Bentonville
James Ball
HD 8569 Bentonville
Danny Eichelson
WM 54 Springdale
Charles Bookout
WM 6049 Bentonville
Susan Brown
HD 8567 Bentonville
Conda Chandler
WM 261 Hot Springs
Carl Conner
LM 511 Bentonville
John Daniels
HD 8567 Bentonville
Cynthia Davis
LM 318 Alma
Tina Davis
LG 6018 Seaside
Vicky Feltenman
LM 41 Fort Smith
Courtney Graves
LG 6007 Fort Smith
Derek Greene
LM 511 Bentonville
Mel Hacker
HD 8567 Bentonville
Audie Hales
LM 41 Fort Smith
Sandra Harper
LM 8353 Bentonville
Chad Helms
HD 8567 Bentonville
Robert Hensley
LM 141 Fort Smith
Jennifer Howard
LG 6007 Fort Smith
Leslie Irvin
HD 8567 Bentonville
Paul Jacobs
LM 146 Van Buren
Jennifer Jones
LM 358 Alma
Jerry Jones
LM 511 Bentonville
Kevin Kimbrough
LM 125 Fort Smith
Peggy Williams
LM 261 Hot Springs
Janet Lockett
HD 8567 Bentonville
Iva Loughridge
WM 145 Fort Smith
Jeanie Mccormick
HD 125 Fort Smith
Janelle Maga
HD 8567 Bentonville
Betty Monk
WM 6049 Fort Smith
John Morris
WM 4569 Springdale
Tambria Morse
LM 141 Fort Smith
John Oates
LG 6002 Clarksdale
Jesse Pinkston
LG 6579 Fort Smith
Stephen Ricker
HD 8036 Rogers
Jennifer Rodgers
WM 5 Conway
Vicki Saiz
LM 5017 Springdale
Bryan Sander
LG 6018 Seaside
Tresa Sargent
LG 6007 Fort Smith
Elizabeth Spencer
LM 41 Greenwood
Kevin Stephens
LM 3576 Conway
Pamela Thompson
LG 6005 Bentonville
Syria Walton
LM 8170 Jacksonville
Connie Williams
HD 8567 Bentonville
Fred Wise
LG 6003 Seaside
Jessica Wood
LM 8354 Bentonville
Michael Wright
HD 8565 Bentonville

California

30 years
Jeanneath Newton
WM 151 Long Beach
25 years
Matt Angell
WM 1760 Palomar
Kevin Austin
LM 454 Lake Tahoe
Rose Baysly
LM 3730 Prescott Valley

Family Reunion

Rose’s relationships with her fellow associates goes beyond work. A few months ago, a big group of us gathered at this store for years got together for dinner. Some have retired, some have moved to other stores, and some of us still work here, so it was good to have a chance to all be together again. We got to catch up and talk and laugh—it was like a family reunion. Family has always been important to me, whether it’s my sister and brother, who live with me, or my Walmart family. Working here, we share the up and downs of life with each other. I love the people I work with.

ROSE BAYSLY
CAP 1 Associate
Store 674
Gallatin, Tenn
Hire Date
Feb. 1, 1972
Stores/Facilities Worked In
1
Positions Held
2

Walmarthyworld.com
40
Miriam's store celebrates customers' birthdays with cupcakes.

I love providing excellent service to our customers. In hair care, women ask me for recommendations or what's most effective.

I like helping them find what they're looking for. Our customers are grateful for the service they receive; they always look for me no matter which store I'm assigned to.

My store shows our appreciation for our customers by offering them cupcakes on their birthdays. We're active in the community, too: Associates volunteer with the Red Cross for several activities, including donating blood. One thing that makes me proud is that when we do the Walmart cheer, customers will stop, watch, and clap for us.

**MIRIAM BARROSO COSME**

General Merchandise Manager

Store 3680
Bayamon, Puerto Rico

Hire Date
Feb. 9, 1977

Stores/Facilities Worked In
17

Positions Held
3

**Florida**

25 years
Janet Farmer
WM 1168 Beverly
Julia Libert
WM 537 Grovetown
Pamela Morell
WM 277 Savannah
Donna Sirhall
WM 1333 Highlands Ranch
Jennifer Sroponer
WM 2144 Fort Collins
Joann Trammell
WM 3184 Colorado Springs

20 years
Diane Elam
WM 843 Carson City
Robert Lawrence
WM 1960 Great Falls
Camilla Parker
WM 1810 Phoenix
Aggie Salinas
WM 2115 Salem
Rose Sanchez
WM 1952 Salinas
Sandra Santos
WM 983 Madera
Jovemar Sharpe
WM 1914 Fresno
Angelia Sosa
WM 1515 El Dorado
Shannon Torres
WM 1940 Monticello
David Trevino
WM 1933 Redlands
Joe Villacino
WM 1274 Bakerfield

15 years
Kimberly Cole
WM 1311 Miami Gardens
Pamela Kehoe
WM 1419 Miami
Andrea Robinson
WM 1338 Melbourne

10 years
Ronnie Newsome
WM 1367 Panama City
Sheila Gunvalsen
WM 1225 Orange Park
Wayne Stellmach
WM 1747 Bradenton
Kevin Moody
WM 1362 Destin
Charlotte Cummings
WM 1847 Orlando
Sandra Santos
WM 1933 Redlands
Karen Minor
WM 1304 Tallahassee
William Chacon
WM 1851 Ocala

5 years
Wayne Waggy
WM 944 Crestview
Daniel Palser
WM 1004 Bradenton
Hope Hardy
WM 1087 Springfield
Lindsey Boudreaux
WM 1145 Byrd Road
Shawna Norris
WM 1168 Beverly

**District of Columbia**

25 years
John Boyd
WM 5940 Washington
Kathy Patterson
WM 3807 Colesville

20 years
Daoy Liu
WM 2779 Tucson
Sheila Gunvalsen
WM 1225 Orange Park
Jennifer Sroponer
WM 2144 Fort Collins

15 years
Deborah Perdue
WM 705 Mount Dora
Christine Thorell
WM 1018 Delray Beach
Wayne Waggy
WM 944 Crestview

10 years
Walter Ahrens
WM 2081 Chalmette
Herbert Albrecht
WM 1065 Sebastian
Marc Boudreaux
WM 1754 Jacksonville

5 years
Sandra Johnson
WM 1244 Tallahassee
Linda Cummings
WM 1244 Tallahassee
Giselle Pronovost
WM 1249 Sarasota
Nancy Sparrow
WM 1160 Jacksonville

**Colorado**

30 years
Debra Adamson
WM 1007 Lakewood
Teddy Dodd
LG 6871 Loveland
Robin Nicholson
WM 2779 Fort Collins
Cheryl Swets
WM 2125 Fort Collins

20 years
Bobbi Raff
WM 1680 Colorado Springs
Donna Sirhall
WM 1333 Highlands Ranch
Misty Thibideau
WM 1338 Melbourne

15 years
Sofia Barragan
WM 2081 Chalmette
Jennifer Kistler
WM 1748 Lakewood
Kimberly Meliod
WM 3246 Colorado Springs
Carol Parrett
WM 2627 Tampa

10 years
Jenny Herts
WM 1810 Phoenix
Stanley Habib
WM 2000 Oklahoma City
Charles Luckey
WM 1313 Lakewood

5 years
Nancy Groenert
WM 2081 Chalmette
Damey Hall
WM 1748 Lakewood
John Reynolds
WM 3246 Colorado Springs

**District of California**

30 years
Verian Booker
WM 1071 Fresno
Teresita Castro
WM 2160 Chula Vista
Olga Gouzy
WM 2601 Redlands
Michelle Heckathorn
WM 2177 San Diego
April Kangyapino
WM 1279 Phoenix
Sonja Lopez
MC 3784 Los Angeles
Denise Lujan
WM 1987 Modesto
Jack Mccomb
WM 1926 Visalia
Ramon Mendooza
WM 1917 Santa Ana
Anita Morales
WM 5988 Elk Grove
George Palominio
WM 2156 Tulare
Nidia Paredes
WM 2190 Lancaster
Teresa Ponce
WM 2380 South Gate
Angie Salinas
WM 1983 Merced
Rosa Sanchez
WM 1932 Salinas
Sandra Santos
WM 1983 Madera
Jovemar Sharpe
WM 1914 Fresno
Angelia Sosa
WM 1515 El Dorado
Shannon Torres
WM 1940 Monticello
David Trevino
WM 1933 Redlands
Joe Villacino
WM 1274 Bakerfield

20 years
Griselda Acevedo
WM 2258 Salinas
Peter John Acosta
WM 2258 Salinas
Maria Andrade
WM 2258 Salinas
Tina Bogess
WM 1917 Lodi
Cindy Boyd
WM 1917 Lodi
Cheryl Butts
WM 2255 Tulare
David Chisley
WM 2255 Tulare
Randall Coalne
WM 2255 Tulare
Mary Cuthbert
WM 2218 Fountain Ranch
Maria Diaz
WM 2258 Salinas
Juventino Gallegos
WM 1813 Bakersfield
Elvira Gamez
WM 3061 Fresno
Thomas Gibson
WM 2206 Laguna Niguel

15 years
Alice Givens
WM 2901 Chula Vista
Olga Gouzy
WM 2601 Redlands
Michelle Heckathorn
WM 2177 San Diego
April Kangyapino
WM 1279 Phoenix
Sonja Lopez
MC 3784 Los Angeles
Denise Lujan
WM 1987 Modesto
Jack Mccomb
WM 1926 Visalia
Ramon Mendooza
WM 1917 Santa Ana
Anita Morales
WM 5988 Elk Grove
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WM 2901 Chula Vista
Olga Gouzy
WM 2601 Redlands
Michelle Heckathorn
WM 2177 San Diego
April Kangyapino
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WM 1515 El Dorado
Shannon Torres
WM 1940 Monticello
David Trevino
WM 1933 Redlands
Joe Villacino
WM 1274 Bakerfield

**Anniversaries / California—Florida**

40 years
Spirited Service
Miriam's store celebrates customers' birthdays with cupcakes.

I love providing excellent service to our customers. In hair care, women ask me for recommendations or what's most effective.

I like helping them find what they're looking for. Our customers are grateful for the service they receive; they always look for me no matter which store I'm assigned to.

My store shows our appreciation for our customers by offering them cupcakes on their birthdays. We're active in the community, too: Associates volunteer with the Red Cross for several activities, including donating blood.

One thing that makes me proud is that when we do the Walmart cheer, customers will stop, watch, and clap for us.

**VERIFIED**
In Love With Retail

Sammy relishes helping others move up in their careers.

I started out working for Walmart part time in high school, and I just fell in love with retail. There’s nothing more exciting than picking out a product, setting up a display, and watching the merchandise fly off the shelf. As a regional manager, I get to do all of that on a larger scale.

My previous experience of being a store manager helps me give current managers the training, knowledge, and tools they need to meet sales goals and improve their stores. What I’m most proud of, though, is that I’ve been able to share the opportunities Walmart gave me by helping people I’ve worked with get promoted and move up in their careers.

**SAMMY SAPPINGTON**
Regional Manager

**Home Office**
Pearl, Miss.

**Hire Date**
Feb. 10, 1977

**Stores/Facilities Worked In**
Many

**Positions Held**

**Georgia**

- 30 years
  - Teresa Boyd
  - Tyler Q. Barnes
  - Patricia Gabby
  - Lesta Z. Woods
  - J. D. Carpenter
  - Section Manager

- 25 years
  - Greg Williams
  - Tony Brown
  - Julie McLeod

**Illinois**

- 30 years
  - Samantha Sappington
  - Sara Sappington
  - Amanda Sappington

- 25 years
  - Angela Douglas
  - John Brown

**Indiana**

- 30 years
  - Pamala Alhorn
  - Steven Williams
  - Tony Brown

- 25 years
  - Dan Williams
  - Todd Williams

**Kansas**

- 30 years
  - Tracey Sappington
  - Carrie Sappington
  - Sam Sappington

- 25 years
  - Shannon Sappington

**SAMMY SAPPINGTON**
Regional Manager

**Home Office**
Pearl, Miss.

**Hire Date**
Feb. 10, 1977

**Stores/Facilities Worked In**
Many

**Positions Held**
Ideal Position

Lou’s top priority? Taking care of customers every day.

I’ve worked as a department manager for jewelry, toys, and hardware, but I’ve been a cashier for the past 10 years and really enjoy it. I like waiting on customers. They’re special people and it’s nice to see them happy. I like waiting on customers every day.

Louella Honeycutt

Cashier

Store 89

Camdenton, Mo.

Hire Date: Feb. 15, 1977

Stores/Facilities Worked In: 1

Positions Held: 4
Joy at Work

One of Thomas' funniest Walmart memories includes a parade and purple tights. I come in the door smiling and whistling most days because I'm happy to be here. The associates are like family to me, and I know many customers and their families. I started working here when I was in high school. I'm from a family of 15, and back then it was all about making money to help out.

I've had fun over the years. I remember when our store was part of the community parade, and three of us dressed as the Fruit of the Loom guys. I wore purple tights and purple balloons. I never laughed so hard!
Relations Builder
Glenda takes pride in getting to know the people who shop at her store.

We have customers who have been coming in for years. This is a retirement town, and we have a lot of older people who shop here. It’s important to relate to them. Ask some of them if they’ve caught any fish lately. You have to know your customers. They’re a part of our Walmart community.

I started working here when I was a senior in high school. I’ve been able to put my kids through school and save for retirement. Walmart is home. I can’t imagine not being here.
Puerto Rico

* 30 years
  Jesse Rivera Pinto
  WM 2806 Rio Piedras
  Carmen Bazú Juaras
  WM 3669 Bayamón

* 25 years
  Wilmer Burgos Candelario
  WM 2423 Carolina
  Carmelo Marerro
  WM 1599 Dorado
  Aracelis Montalvo
  WM 1030 Lancaster
  Ramon Romero
  WM 1864 Patillas
  Alfredo Vega
  WM 2240 Ramucaro

Rhode Island

* 20 years
  Bernadette Barr
  WM 2373 Warwick
  Sherry Lester
  WM 1677 Middletown

South Carolina

* 25 years
  Sharon Adams
  WM 1080 Lancaster
  Ruth Ballard
  WM 1080 Lancaster
  Teresa Hallman
  WM 1080 Lancaster
  Kathleen Harrison
  WM 1080 Lancaster

* 30 years
  Teresa Hallman
  WM 3683 Rio Piedras
  WMPR 2423 Carolina
  WMPR 5802 Canovanas

Anniversaries / Puerto Rico—Texas

40 years

Culture Keeper

Risa focuses on the core values of customer service and teamwork. As department manager of menswear for 30 years, I’ve gone from carrying around red books for ordering and writing out everything to having technology that has all been computerized. This means I have better records, and it helps me manage my department more efficiently. Things definitely change with the times, but I think it’s just as important to remember our past and where we’ve come from. Mr. Sam always taught us to put the customer first and work as a team, and I believe the family atmosphere he fostered in the stores really helps make Walmart a great place to work and shop.
64 Years Ago This Month…

A simple, unnamed Walmart company newsletter went out to associates in February 1971. The letter bore a message from Sam Walton and a fun challenge to associates to send in ideas for a newsletter name and cover design.

That first newsletter set the stage for Walmart World, which debuted back in May 1971 as Wal-Mart World (shown above).

Kendra Wester
LG 6812 Plainview

Servando Gante
WM 848 City of Corpus Christi

Ronza McLcatter
WM 945 Midland

María Salinas
WM 540 Galveston

Robin Williams
WM 4141 Longview

Virginia

30 years

Paul Putnam
WM 5012 Chrislubens

Melody Eppes
WM 1524 Chester

Estela Cargo
WM 2516 Renton

Rita Hullette
WM 4013 Jackson Heights

Wisconsin

20 years

Chadren Lappi
WM 1447 Superior

James Thompson
WM 1002 Rapid City

West Virginia

25 years

Justin Alpop
WM 1115 Cheyenne

Rose Cruz
WM 1778 Cody

Mary Peterson
WM 1178 Cody

Carol Condos
WM 1315 Cheyenne

Happy 44th!

The first Walmart store in Tennessee opened on Brownsville, Happy anniversary!

Anniversaries

Walmartstores.com
Taste of New Orleans
Store 5022

Gumbo
If there’s one product that best represents Store 5022 and its relationship to the revitalized St. Thomas neighborhood, it’s gumbo. The store sells about 4,500 units of Zatarain’s Gumbo Base each year, with steady sales coming between November and February. Gumbo base can be the starting point for a true New Orleans–style experience. Typically, gumbo here will contain okra, rice, file powder, and French-inspired andouille sausage—nods to the area’s African, Spanish, Native American, Creole, and Cajun influences. Each culture adds a distinct flavor to the gumbo, just as the mix of cultures adds to the experience of Store 5022.

“I know a lot of the customers because I grew up in this neighborhood,” says Lab Berzet, CAP 1 team supervisor. “I love this community.”

VPI is even better together.

Encourage your friends to sign up for VPI with you. Winners can get extra cash.

Sign up for VPI on The WIRE between the 10th and the 20th of each month. Visit walmartone.com/VPI to see an interactive leaderboard and advice from winning associates.

walmartworld.com/MeetAStore
Who Helped You Succeed?

Kathleen Bauchereau is known at her store for helping associates progress in their careers. She’s also available to help with any issue. “My mentor said when an associate comes to your desk, stop what you’re doing and help,” she says.

When Dacona Smith, senior vice president, West Division, and other management toured Store 2538, they asked associates, “Who helped you succeed?” So many of them answered “Kathleen” that Dacona awarded her a divisional Happy to Help recognition pin.

According to Claims Supervisor Chris Ortman, “She puts the ‘person’ in personnel.”

Read about more pin winners and how you can earn a Happy to Help pin at walmartworld.com/HappyToHelp.