Spread Thanks
Let’s set the table for the holiday season.
Veterans Wall of Honor
10:40 a.m., Sept. 5, 2017, Store 551, Palatka, Fla.
For 15 years, Greeter Jeanette Stanley has been displaying photographs of service members submitted by loved ones from across the Palatka community. Proudly ornamenting the store’s front end, the Veterans Wall of Honor holds 450 photos and counting. This connection to the community is one way that Store 551 keeps its Friendly score fantastic.
November 2017

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52 Happy Helper

Jacqueline Fernandez, customer service manager, Store 1859, Calexico, Calif.

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

- Holiday Discounts Are Here! walmartworld.com/HolidayDiscounts
- These Stores Sell the Most NFL Gear walmartworld.com/NFLGear
- Holiday Events: What You Need to Know walmartworld.com/Stores

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

Widely Received

My kids took the magazine to school for show-and-tell and are really proud of their dad [“Safety First,” August/September 2017]. Walmart has been a dream company to work for and has taught me a valuable lesson: You don’t have to change companies to change careers.

Larry Scruggs, former receiver at Distribution Center 7012, Washington Court House, Ohio, and now overnight stocker at Store 3515, Hillsboro, Ohio

Read the story at walmartworld.com/SafetyFirst.

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Stephan Schlegel

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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SOCIAL LIFE

Seen on Instagram
dougmcmillon
president and CEO of Walmart

#TeamWalmart in action – volunteers from Chile, Costa Rica, Mexico, and the U.S. have answered over 700 calls from associates impacted by #HurricaneHarvey.

It’s My Walmart

Own the Business

Piece of the Pie
This associate took advantage of a popular online video to make her VPI a delicious success.
Why I Chose Patti LaBelle Sweet Potato Pie
“The YouTube video about the pies went viral the year before. I knew they’d be popular, and there’d be a big demand again because of Thanksgiving. I started ordering the pies as soon as I could to meet that demand.”

My VPI
Patti LaBelle Sweet Potato Pie, 8”

My VPI Advice
“Pick something exciting—something you can build a display of. The most important thing is to bring customers’ attention to your item. If they don’t know you have it, they won’t buy it!”

My Results
November 2015: $842
November 2016: $7,541
Increase: 796%
Cash Won: $275

How I Increased Sales
“I set up a two-layer table of pies near the grocery entrance. We reminded shoppers about the video. They’d try a pie, like it, and then come back. It was insane. I remember people buying six at a time.”

MANDY DURAN
Department Manager, Bakery
Store 5070
Las Vegas, Nev.

SIGN UP TO PLAY
Sign up for VPI using the VPI Tool in the Sales App.
Are you winning cash this month? Learn more about VPI at walmartworld.com/VPI.
Both Toni Strickland and Keith House say their favorite thing is when they can truly make a difference, like when Keith helped a woman find a TV and Roku device for her ill husband. “Every day it brings me joy to better someone’s life as inexpensively as possible,” he says.

For this store, great service in electronics means big sales and happy customers.

Electronics department associates at Store 578 in Sevierville, Tenn., give customers what they want during the holidays—and beyond. Their department is top in its market for volume and sales. “Customers could buy at another store, so we take that extra step to satisfy their needs,” says Keith House, sales associate. “We help, and we win them over. Then they keep coming back to us.” Here’s how the team does it:

Share your gifts. To stay current on their products, each associate reads up on a category, like phones, and then shares tips with the others.

Break the ice. Customers may not know what they need, so Keith asks questions to guide them.

Remember add-ons! Help customers avoid a second trip by showing them needed accessories, like chargers.

Be merry. Tech fixes can take time. Offer customers a seat or water or tell jokes to help keep them happy.

Overall, keeping customers’ feelings in mind is key. Toni Strickland, sales associate, says, “The holidays aren’t happy for everyone. Sometimes all people need is a smile.”

Find out how Toni and Keith earned Happy to Help pins at walmartworld.com/Wired.
Holiday Surprise

Parent’s Choice is bringing a new line of cute and festive diapers with holiday designs to stores this year. In addition, the core Parent’s Choice diaper line has been improved with a breathable back sheet for better skin health. Both types of diapers feature a snug, comfy fit and ultra-absorbent core that have made them a hit with customers!

The Whole Baby

Parent’s Choice covers all baby and toddler needs. You can find Parent’s Choice food, formula, toiletries, diapers, bedding, wipes, bibs, toys, cups, and bath items, all in the baby section.

Leader of the Pack

Parent’s Choice Organic is one of the only baby food brands to offer options with added protein, while Parent’s Choice Soft Cotton Baby Wipes are among the first on the market to be made with cotton. Plus, the Sippy Cups feature a patented leak-proof spout.

Still Purple

The brand is being revamped with more products and greater quality. The overall look, feel, and logo of the brand have been updated, too, although the logo keeps the purple color that’s been a part of the brand since it began in 1998.

Explore our other Private Brands at walmartworld.com/Brands.
Check Out Check-In!

Pickup Check-In is here, and it’s at the forefront of where our stores meet eCommerce. Here’s how to make the most of it!

A customer walks into your store. An associate greets her by name and hands over her order, already paid for online. After the associate thanks her and says “Happy to Help,” the customer is on her way.

With the Pickup Check-In app, this scenario is a reality. The app—already on your TC70X and other handhelds—sends an alert when a Pickup customer is en route to the store. Associates accept the alert and get information on where the customer’s order is, their name, and when they’ll arrive, so the associate can greet the customer with their order.

The result is a seamless combination of online and in-store shopping that only Walmart can deliver, allowing customers to order online and then get exceptional friendly service. It means reduced wait times, happy customers, and increased profits for your store!

“Pickup Check-In is really beneficial. It lets you know who’s coming and when so you can get prepped before they arrive. It makes the whole process much quicker, and our customers really appreciate it.”

Amy Skaggs (pictured here), e-commerce assistant manager, Store 361, Collinsville, Ill.

Tips to make Pickup Check-In a success:

- Log in to the app. Stay logged in when you are working between 8 a.m. and 8 p.m.
- Accept Check-Ins. As soon as you get an alert that a customer has checked in, accept it. This will help you build your associate adoption score.
- Keep checking the app. The app begins tracking estimated customer arrival times when a customer is about 10 minutes from your store up until they pull into the parking lot. This can help you plan to greet them at their Pickup destination.
- Greet customers by name. The app gives you the customer’s name. A personal greeting can help build a relationship, keep them coming back, and boost your store’s Friendly score!
- Own the order. Once you’ve accepted an alert, seeing the order through until it’s in the customer’s hands will ensure they get their items quickly.

Make sure your customers know the benefits of Pickup Check-In. Non-Pickup associates can help by reminding customers they can find almost any item on Walmart.com and pick it up for no extra cost! Pickup sales contribute to a store’s MyShare bonus, so get your customers to give it a try, especially if they can’t find what they’re looking for in the store.

Need a refresher?

Job aids and a training video are viewable on the WIRE. For further assistance, speak to your assistant manager or market coach.
Black Friday

Exceptional customer service in November and December could earn you the “Snowman” Happy to Help recognition pin.

Brrr-illiant Service

Share holiday cheer with customers, and you could be rewarded! Try:

• Smiling warmly
• Carrying bags
• Walking customers to products
• Suggesting gift ideas

To vote on next year’s pin designs, visit walmartworld.com/Vote before Nov. 15.

Spark Together

A Friendly Feast

Setting the Table

These tips can help your customers prepare and serve a Thanksgiving dinner to remember.
Low-Maintenance Meal

From prepping to dining, help customers focus on family this year with these fast, simple, and affordable solutions.

CUSTOMER WINS

1. MUNCH WHILE YOU WORK
   Easy snacks like Marketside precut fruit bowls keep hunger at bay while you prepare the main meal. Perfect for everyone!

2. TASTES LIKE HOMEMADE
   Spend less time in the kitchen with Walmart’s delicious assortment of premade or precooked entrees.
   - Sam’s Choice Whole Ham Apple Cinnamon-Glazed Spiral Cut

3. EASY ROASTIN’
   Prepare a quick and easy side dish using precut Marketside butternut squash (see recipe on Page 18) and other Private Brand ingredients. A shallow roasting pan lets you spread out the squash for even roasting, and a flat spatula makes for easier turning.
   - La Cuisine Shallow Cast Iron Roasting Pan With Enamel Finish, The Pioneer Woman Rosewood Handle Jumbo Turner

4. A UNIQUE SPIN
   Marketside and Great Value ingredients help you create a different take on a favorite like succotash (see recipe on Page 19). Use a large deep skillet with a lid to ensure even steaming of your veggies.
   - Farberware High-Performance Nonstick Aluminum 12” Covered Deep Skillet

5. PRETTY PRESENTATION
   For a pulled-together look that won’t break the bank, serve entrees and sides on elegant everyday pieces.
   - The Pioneer Woman Timeless Floral Stoneware Turkey Platter

Spark Together

Pictured: Bonnie Rutrough, store manager, Neighborhood Market 5393, Greensboro, N.C., (center) with fiance Calvin Martin, store manager, Neighborhood Market 5829, Danville, Va., and daughters Emily (left) and Kimbreli
Sugar Snap Succotash

**Prep time:** 10 minutes  
**Cook time:** 20 minutes

- 2 strips Great Value Thick Sliced Bacon, chopped  
- 6 scallions, sliced, green parts and white parts separated  
- 12 oz Marketside Sugar Snap Peas (% of 16-oz bag)  
- 1 bag Great Value Organic Frozen Whole Kernel Sweet Corn, defrosted  
- 1 tbsp Great Value Extra Virgin Olive Oil  
- 1 pint grape tomatoes  
- 2 tbsp Sam’s Choice Italia White Wine Vinegar with Concentrated Grape Must

1. In a large skillet, cook bacon over medium heat until crispy, about 4 to 5 minutes. Remove bacon with a slotted spoon and reserve. Pour off all but 1 tablespoon bacon fat; discard excess fat.

2. Place white parts of scallions in the skillet with the bacon fat; stir for 1 minute. Add sugar snap peas and cover. Cook until peas are bright green, about 3 minutes. Add corn, cover, and cook until warmed through, about 5 minutes. Place in serving bowl.

3. In a separate small nonstick sauté pan, heat olive oil over medium-high heat. Add tomatoes and cook, tossing occasionally, until they scorch and begin to burst. Remove from heat and add to peas and corn in serving bowl. Garnish with ¼ cup scallion greens and bacon, drizzle with white wine vinegar, and sprinkle with salt. Stir gently and serve warm.

Makes 8 1-cup servings. Per serving: 115 calories, 3 g fat (1 g saturated fat), 3 mg cholesterol, 127 mg sodium, 20 g carbohydrate, 3 g fiber, 5 g sugar, 4 g protein

---

Hot & Sour Butternut Squash

**Prep time:** 15 minutes  
**Cook time:** 40 minutes

- 3 12-oz bags Marketside Butternut Squash  
- 1 tbsp Great Value Extra Virgin Olive Oil  
- ⅛ cup Great Value Apple Cider Vinegar  
- 3 tbsp honey  
- 2 tbsp Craisins  
- 1 small jalapeño pepper, thinly sliced, with seeds (remove seeds for milder flavor)  
- ¼ tsp salt

1. Heat oven to 400 F. Place squash in a roasting pan. Drizzle with olive oil, toss, and roast, stirring occasionally until golden brown, about 30 to 35 minutes.

2. In a small saucepan, combine remaining ingredients. Bring to a boil, reduce heat, and simmer until it thickens, about 5 minutes.

3. Put roasted squash on serving platter and brush with sauce while still warm. Drizzle remaining sauce, jalapeños, and cranberries over the top. Serve warm or at room temperature.

Makes 8 1-cup servings. Per serving: 145 calories, 1 g fat (0 g saturated fat), 0 mg cholesterol, 127 mg sodium, 20 g carbohydrate, 3 g fiber, 5 g sugar, 4 g protein

---

**Recipe of the Month**

**Fresh Sides**

Add some new favorites to the lineup with these dishes that emphasize the quality of our Private Brands.
Thank You... for doing more for our customers.

"Shoutout to Walter Cleveland. He helped take customers to their cars during a storm. Cart pushers have one of the most important and demanding jobs at Walmart. Thank you, Walter, for going above and beyond the call of duty."

(Quote from Store 2717’s Facebook page)

Nominated by: Bobby Shumpert (pictured left), Market Manager, Market 139

Welcome to Toyland

Interactive toys are the rage. Your customers will want to make sure these are under their Christmas trees.

1. **Fisher-Price Zoom ‘N Crawl Monster**
   - This toy grows with your baby, first as a sit-and-play friend and then as something to crawl after.

2. **Barbie Dream Horse and Doll**
   - Put Barbie on horseback with this amazing animal that can walk, turn, and neigh.

3. **Fingerlings**
   - These pint-size pets cling to your finger, blink, turn their heads, and speak their own language!

4. **Nerf Rival Nemesis MXVII-10K**
   - Teens will love this rapid-fire shooter that holds 100 Nerf rounds.

5. **New Bright 1:14 RC Dash Cam Rock Crawler**
   - Strap on the virtual-reality headset that comes with this radio-controlled truck for a view of its wild ride!

6. **FurReal Roarin’ Tyler, the Playful Tiger**
   - This fuzzy friend responds to your voice and touch. Hear him roar and watch him move.

7. **Soggy Doggy Board Game**
   - Watch out! The bathing pup in the middle of the game board loves to shake itself dry.

8. **Adventure Force Light Command Light-Up Motorized Blaster**
   - Only at Walmart! Fire away with this blaster that lights up as it launches soft-tipped darts up to 80 feet.

Walmart associates do extraordinary things. Here are six stories that represent what you do in stores nationwide all year.

Spark Together
...for saving lives.

“I’d like to thank several associates from Store 2538. In August, an associate suffered a heart attack while on duty. Connie Forsythe, Grace McGowan, Allen Grippin, and Gena Amondson jumped into action and worked together to resuscitate him, performing CPR and using the store’s automated external defibrillator. The doctors said that were it not for the quick response of these Walmart heroes, Marvin Dale Scott would not be alive today.”

Nominated by:
Jeremy Smith (pictured far left)
Market Manager, Market 478

...for embracing new challenges.

“Thank you to Wayne Wallace. Wayne has taken on multiple projects in the market while continuing to run his store. He oversaw an Academy facility for three months and passed certification during that time. He has provided talent to more challenging stores in the form of shift managers and high-performing assistant store managers. Wayne consistently performs well on key metrics, and he has a wealth of retail knowledge that he shares with his peers in the market.”

Nominated by:
Aaron Dye (pictured above right)
Market Manager, Market 40

...for being outstanding leaders.

“I want to thank Heather Hall of Store 5242. She’s exhibited great leadership during the last five months by running two stores, her own and another—Store 1926 in Oswego, N.Y.—where the store manager left unexpectedly. During that time, she improved inventory, process execution, and service in both locations. She did an outstanding job.”

Nominated by:
Dr. Matthew Brasfield Jr. (pictured left)
Market Manager, Market 191

...for supporting each other.

“Jill Hopper has gone above and beyond. After interviewing for the position of Academy department manager, she was selected for the apparel area. Jill has created a wonderful environment for the department managers she supports. She’s always smiling, always encouraging, and always there when her team needs her.”

Nominated by:
Edward Bastean (pictured right)
Market Manager, Market 277
Thank you to these associates who were at Store 5959 serving the first responders and getting donations ready to give to the shelters in the aftermath of Hurricane Harvey. We had National Guard members pick up a few of the donations for the shelters. We were also open 24 hours for the police officers so they could get what they needed to continue serving the community. Without these associates, I don’t know what the officers and the shelters would have done. It was amazing to see them helping their community in a time of disaster, not knowing what they may have lost, since they were unable to be home. These associates pulled together and did an amazing job.

Nominated by:
Ryan Pollock (pictured above right)
Store Manager, Store 5959

“We’re at a moment in retail where the relationships we build with customers matter more than ever. Customers expect we’ll give them quality at a great price, but what sets Walmart apart is our ability to serve them on a personal level. So I want to thank you. Our customers appreciate Walmart because they appreciate you. You make a difference, and it matters!”

Greg Foran, president and chief executive officer, Walmart U.S.
Store 621
Lake City, S.C.

The Dream Team

For 30 years straight, Walmart associates have been committed to raising funds for Children’s Miracle Network Hospitals. Store 621 is no exception.

“We’ve done everything from carnivals to golf tournaments,” says Sandy Hall, assistant manager. One favorite fundraiser is the sidewalk festival, where associates and customers enjoy food, games, and a chance to throw pies at the store’s managers.

It’s good fun, says Frankie McCown, asset protection associate. “It feels good knowing you can participate and donate to a cause that changes people’s lives.”

At least once a year, the associates also visit McLeod Children’s Hospital to see the impact of their work. Sandy says it motivates the team to do even more to engage their community.

“It’s more than reaching donation goals,” says Sandy. “It’s about supporting these families and helping the doctors and nurses have what they need to make these children better.”
New Recruit

Matthew Bielski recently came to Walmart after 12 years of active duty with the U.S. Marines and the U.S. Army. “I filled out an application and then followed up a few days later, because the military taught me to be persistent,” he says. “I knew Walmart could offer me a steady and reliable work environment with good benefits.”

At Store 3580, Matthew joins 19 other veterans from nearly all branches of military service who work within various departments. Matthew says the entire Walmart team is welcoming and friendly, and he hopes to work his way toward a management position. “This is an opportunity to move forward, and there’s room to grow in this job,” he says.

“We’re always excited to welcome associates with military experience,” says Store Manager Steve DeVolld, whose son serves in the U.S. Coast Guard. “They have a commitment to the job and an enthusiasm to work hard that makes them stand out. I have seen the dedication they bring to any role.”

A Passion for Service

“Seeing customers’ smiling faces after I help them solve their problems makes me feel happy and satisfied,” says Feiping Xiao. “I am devoted to customer service.”

One great example of that devotion: Two years ago, a nearby Walmart store closed, and Feiping made sure those customers were welcomed to her store in a big way—for one thing, she invited them to afternoon tea. She also shared details of Walmart China’s free delivery service, and many of them started using it. Today, many of those customers are loyal to Store 2406, where they spend an average of $150 to $300 on each trip. (Plus, the store’s free delivery business has increased by 35 percent!)

For her efforts, Feiping was given special recognition at Walmart China’s 2017 Year Beginning Meeting. She was proud to receive the honor. “This award is the acknowledgment of my colleagues’ and my efforts,” she says. “We will work even harder to ensure great customer service.”
TARA MINTON
PROMOTED TO
Department Manager, Meat
Store 2444 | Oneida, N.Y.

JUST PROMOTED

Why Tara Was Promoted
“Tara is eager to learn and never afraid to ask questions. She wants to know how to do different things.”
Jessica Lindsley, store manager

Tara Applies Lessons From the Academy
“I went for the Topstock certification. We had to make videos showing the wrongs, then the rights. It was an awesome class, and you learned a lot.”

Her Tips for Success
• Verify your on-hands—make sure they are correct.
• Keep your department nice and clean.
• Treat customers the way you’d like to be treated.
Anchors / Alabama—Arkansas

Alabama

**35 years**
Paul Brown
LG 6066 Cullman
Charles Childers
LG 6066 Cullman
Jewel Jacobs
WM 660 Muscle Shoals
Shelly Parrish
WM 298 Boaz

**30 years**
Angela Brandon
WM 682 Decatur
Glenyse Bryant
WM 4497 Hueytown
Debra Gulledge
WM 701 Bessemer
Stanley Jenison
WM 452 Selma
Elizabeth Johnson
WM 764 Bessemer
Debraen Lowery
WM 764 Bessemer
Janice Osbourn
WM 100 Hamilton
Eron Robinson
WM 934 Daphne
Cindy Rudolph
WM 1100 Hamilton
Scharlet Shackerford
WM 434 Daphne
Lisa Steers
WM 805 Daphne

**25 years**
Debra Anis
WM 809 Dixon
Dina Brewster
WM 434 Daphne
Drew Caughman
WM 259 Boaz
Angela Hicks
WM 322 Huntsville
Karen Hinton
WM 731 Demopolis
Dorothy Hitchens
WM 5374 Semmes
Valma Ikik
WM 753 Tuscaloosa
Dianita Kelly
WM 754 Bessemer
Norma Kurz
WM 740 Clark
Betty Larkford
WM 506 Arab
Melissa Lewis
WM 591 Mobile
Billy Mitchell
WM 809 Oxford
Ruthie Neill
WM 1284 Phenix City
Jasmine Pace
WM 351 Opelika
Alexis Smith
WM 733 Valley
Tami Smith
WM 298 Boaz

**20 years**
Debra Marraman
WM 1019 Antaksa
Sabine Merchant
WM 4333 Fairhope
William Payne
WM 394 Milton
Nancy Stall
WM 504 Foley
Madalyn Wyatt
WM 1480 Homewood

**10 years**
Cheryl Albright
WM 809 Oxford
Gregory Allen
HO 9150 Madison
Jeffery Ball
WM 409 Haleyville
Jessica Bonk
WM 2723 Sumiton
Nehemiah Bone
WM 332 Huntsville
Tommie Brown
WM 886 Mobile
Anjel Chappell
WM 171 Birmingham
Phyllis Collier
WM 482 Florence
Regina Cook
WM 6574 Semmes
Les Crittenden
WM 1019 Antaksa
James Fourest
WM 764 Florence
Joyce Glazener
WM 154 Daphne
Beverly Graham
WM 298 Boaz
Angela Hicks
WM 322 Huntsville
Karen Hinton
WM 731 Demopolis
Dorothy Hitchens
WM 5374 Semmes
Valma Ikik
WM 753 Tuscaloosa
Dianita Kelly
WM 754 Bessemer
Norma Kurz
WM 740 Clark
Betty Larkford
WM 506 Arab
Melissa Lewis
WM 591 Mobile
Billy Mitchell
WM 809 Oxford
Ruthie Neill
WM 1284 Phenix City
Jasmine Pace
WM 351 Opelika
Alexis Smith
WM 733 Valley
Tami Smith
WM 298 Boaz

**5 years**
Debra Marraman
WM 1019 Antaksa
Sabine Merchant
WM 4333 Fairhope
William Payne
WM 394 Milton
Nancy Stall
WM 504 Foley
Madalyn Wyatt
WM 1480 Homewood
For the People

Connie loves taking the time to help her customers—and they appreciate it! I’ve been at the service desk for 25 years. It’s a great job working at Walmart—is the people. When I was on medical leave five years ago, associates wanted to know where I was. Some customers even looked me up in the phone book and called me at home to make sure I was OK. It really touched me that people cared so much.

CONNIE WESTON
Service Desk Associate
Store 685 Morristown, Tenn.
Hire Date Nov. 4, 1977
Stores/Facilities Worked In 1
Positions Held 3

California

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<td>WM 36 Paragould</td>
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<td>WM 5277 Malvern</td>
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<td>LG 7933 Apple Valley</td>
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<td>WM 8555 El Centro</td>
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<td>Jacqueline Garcia</td>
<td>WM 9859 Calitico</td>
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<td>Ernesto Gonzalez</td>
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<td>Michael Gonzalez</td>
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<td>Mario Gospado</td>
<td>WM 9747 Pella</td>
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<td>ragnar guenther</td>
<td>HC 9846 Fresno</td>
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<td>fernando gutierrez</td>
<td>WM 9835 Calitico</td>
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<td>Michael Heischur</td>
<td>WM 2444 Oceanoide</td>
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<td>misty roberts</td>
<td>WM 5355 Brandon</td>
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<td>crystal rogers</td>
<td>HC 9822 Bentonville</td>
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<td>victor schell</td>
<td>WM 5777 Morristown</td>
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<td>LG 6004 Bentonville</td>
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<td>spencer smith</td>
<td>WM 6185 Russellville</td>
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<td>v i n c e a r t h e r</td>
<td>WM 5889 Russellville</td>
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<td>maria bartola</td>
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<td>vincent corder</td>
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<td>doug pettit</td>
<td>LG 6021 Porterville</td>
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<td>laura ortiz</td>
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<td>victor peres</td>
<td>WM 8595 California</td>
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For Anniversaries:

Christina Cardenoumie — LG 9848 Bentonville
Elia Callagher — WM 3818 Pine Bluff
Jannie Davis — WM 3597 Calvert
Billy Deatherage — HD 6197 Bentonville
Jeremy Dirks — HG 9628 Bentonville
Jeffrey Doss — HG 9986 Bentonville
Esther Ellis — WM 2 Harrison
Tammy Eriksson — HG 8042 Rogers
Laura Gall — WM 296 Dardenelle
Scott Green — HG 8050 Bentonville
Lindsay Hamilton — WM 54 Springdale
Tammy Hawkins — HG 7846 Bentonville
Bradley Hoffman — WM 45 Johnson
Kim Kingland — HG 9188 Bentonville
David Krueger — HG 8048 Bentonville
Joe Marpe — HG 8612 Bentonville
Rebecca Mattler — HG 8609 Bentonville
Sharon Maxwell — HM 1006 North Little Rock
Rita Maslowine — HM 169 Losine
Jason McFadden — HG 7972 Bentonville
Judith McFarland — WM 100 Bentonville
Johnny Mills — HG 8067 Bentonville
Belinda Murray — WM 70 West Memphis
Joseph Nester — HM 7886 Bentonville
Kathy Olsen — HG 8423 Bentonville
Jonathan Parsons — HG 8080 Bentonville
Paul Patrick — HG 8055 Rogers
Connie Phillips — HG 9333 Bentonville
Jo Piersson — WM 36 Paragould
Thomas Piblington — LG 6001 Rogers
Ronald Ratliff — LG 6802 Bentonville
Deborah Rester — WM 281 Helen Springs

For Colorado:

Lois Peckham — WM 2729 Fort Collins
LG 8008 Loveland
Chas Boller — LG 6199 Loveland
Kathie Israel — LG 6017 Greeley
Dennis Pardom — WM 626 Loveland
Pamela Krebs — WM 3867 Westminster
Michael Landin — LG 6019 Loveland
Chuck Meffett — WM 6018 Mistletoe
Timothy Money — WM 924 Sterling
Irene Salcedo — WM 1901 Yale City
An Sanchez — WM 1985 La Quinta
Sandi Sando — WM 263 Santa Clarita
April Suauez — WM 1912 Pomona
Claire Smith — WM 1963 Tullock
Janice Spaulding — WM 1914 Bakersfield
Gilberto Torres — WM 1914 Bakersfield
Trini Tran — WM 2179 Whiske
Margaret Trujillo — WM 2077 Lake Elsinore
Maria Valencia — WM 2700 San Diego
Diana Valdavos — LG 6032 Harvard
Donna Valles — WM 4158 Salinas
Juan Vasquez — HG 6371 Porterville
Regina Vigil — WM 2211 Chula Vista
Denise Wagner — WM 2077 Lake Elsinore
Shane Weber — WM 1700 Poway
Todd Williams — LG 6026 Red Bluff
Neelyn Vigas — WM 2952 tucked

For Florida:

Connie Weston — WM 685 Morristown
AK 25 years

For Maryland:

Anniversaries / Arkansas—Colorado

Read how Connie earned her Happy to Help pin at walmartworld.com/Connie.
Anniversaries / Illinois—Kentucky

Carolyn remembers her insightful conversation with Sam Walton.

After working for 20 years in Chicago, I came to Walmart. It was a small store, and Mr. Sam visited often. We were just starting on computers. One day, I was working on deadline and noticed someone behind me. I turned around, and there was Mr. Sam! I was so surprised that I almost dropped the tickets I was holding. We focused on the insights of Walmart and how it was changing so rapidly.

Walmart is my home away from home. I’ve made good friends here.

CAROLYN LASH

Accounting Associate
Store 177
Parlin, N.J.

Hire Date: Nov. 9, 1977

Stores/Facilities Worked In

Positions Held

Carolyn earned her Happy to Help pin at walmartworld.com/Careyln.
Karen Boggs
WM 611 Nicholasville
Susan Boykins
WM 1165 Radcliff
Tony Burton
WM 694 Henderson
Jeff Carnyn
WM 1165 Florence
Lonnice Couch
WM 1247 Hazard
Angelia Crockett
WM 106 Fulton
Kathy Chris
WM 525 Bowling Green
Debra Crosby
WM 1165 Radcliff
Kenneth Gabeart
WM 682 Campbellsville
Archie Harper
WM 1940 Mount Sterling
James Hayes
WM 294 Central City
Jay Hobert
WM 1532 Hopkinsville
James Hopkins
WM 1053 La Grange
Debbie Isaac
WM 1218 Richmond
Jerel Johnson
WM 419 Paducah
Mary Just
WM 526 Louisville
Donna James
WM 709 Elizabethton
Gary Looney
WM 1025 Pikeville
Shannon Looney
WM 1025 Pikeville
Sandra Mckeever
WM 2133 Ashland
Frances Melone
WM 4450 Maddawood
Rose Morris
WM 672 Bardstown
James Sergent
WM 1270 Clark
Debbie Waddell
WM 653 Hopkinsville
John Wiley
LG 6877 London
Larry Wilson
WM 719 Middlesboro
Clifford Woods
WM 696 Prestonsburg
Tony Wright
WM 1025 Pikeville

Louisiana

30 years
Estrella Bourgeois
WM 1342 Kenner

Attentive to Detail

Maxine’s experience helps her run a successful department.

One of the things I like most about my job is meeting so many different people, and everyone adds excitement to the day. I work hard to keep my department just right for my customers.

My team knows that the first thing I do every day is make sure everything is zoned and sized. I also make sure we have enough of what customers will want. When I worked in a stationery, I would talk to the teachers and make sure we had everything they needed in time for back-to-school shopping. I take pride in keeping my department stocked and organized.

MAXINE DOTSON
Department Manager, Menswear
Store 736
Russellville, Ky.

Hire Date: Nov. 11, 1977
Stores/Facilities Worked In: 1
Positions Held: 5

40 years

Karen Boggs
WM 611 Nicholasville
Susan Boykins
WM 1165 Radcliff
Tony Burton
WM 694 Henderson
Jeff Carnyn
WM 1165 Florence
Lonnice Couch
WM 1247 Hazard
Angelia Crockett
WM 106 Fulton
Kathy Chris
WM 525 Bowling Green
Debra Crosby
WM 1165 Radcliff
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WM 682 Campbellsville
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James Sergent
WM 1270 Clark
Debbie Waddell
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John Wiley
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Louisiana

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MAXINE DOTSON
Department Manager, Menswear
Store 736
Russellville, Ky.

Hire Date: Nov. 11, 1977
Stores/Facilities Worked In: 1
Positions Held: 5

40 years

Karen Boggs
WM 611 Nicholasville
Susan Boykins
WM 1165 Radcliff
Tony Burton
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Lonnice Couch
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MAXINE DOTSON
Department Manager, Menswear
Store 736
Russellville, Ky.

Hire Date: Nov. 11, 1977
Stores/Facilities Worked In: 1
Positions Held: 5

40 years
Eco-Friendly

Candy recycles whatever she can at her store.

I volunteered to help when Walmart started its recycling program. Now I’m the one in charge of recycling in our store. We get all the plastic, but we also collect shredded paper, pop bottles, and everything else that can be recycled. It’s all crushed into bales and picked up by the local recycling center.

I’m happy to be able to do a little bit to help out. Walmart’s been good to me over the years, but it also feels good to work for a company that cares enough to start a program that helps the environment.

CANDY SMART
DSD Receiving Associate
Store 2221 Springfield, Mo.
Hire Date Nov. 30, 1977

Stores/Facilities Worked In 4
Positions Held 5
Susan Ulrich 10/18/17   12:41 PM
Sally Ward 10/18/17   12:41 PM
Deborah White 10/18/17   12:41 PM
Sally Baker 10/18/17   12:41 PM
Brinda Trammell 10/18/17   12:41 PM
Hollye Baster 10/18/17   12:41 PM
Halotta Baxter 10/18/17   12:41 PM
Delia Carter 10/18/17   12:41 PM
Leslie Ervin 10/18/17   12:41 PM
Julie Krawczynski 10/18/17   12:41 PM
Mary Thomas 10/18/17   12:41 PM
Michael Hand 10/18/17   12:41 PM
NORMAN NELSON
Senior Buyer manager
Home Office: Bentonville, Ark.
Hire Date: Nov. 30, 1977
Stores/Facilities Worked In: 10
Positions Held: 5

Oklahoma

1117_Anniversaries_List.indd   46
1117_Anniversaries_List.indd   47

Price Watcher
Norman focuses on helping people save money.

I started as a part-time over-night stockman when I was 19. I’ve learned that you succeed by surrounding yourself with people who are more expert than you are. I worked in management at nine stores. He always introduced himself and thanked customers and associates for being there.

I enjoy what I do. It is a good feeling to work for Walmart. As a buyer, I am always seeking the best prices so we can pass savings along to our customers. I have the privilege of helping people pay less so they can live better.

Price Watcher

Walmartworld.com
Anniversaries / Stories of your friends celebrating 25 years or to find the achieve milestone anniversaries.

**Wisconsin**

**25 years**
- Terri Bortz WM 4439 Martinsburg
- Cynthia Diggs WM 2830rafton
- Larry Logan WM 3250 Montgomery
- Patricia Malvet WM 1011 Martinsburg
- Gary Nevifik WM 1544 Clarkson
- Debbie O’Connor WM 1704 Farmont

**20 years**
- Okay Adams WM 2600 Logan
- Laura Adams WM 2610 Logan
- Monica Anderson WM 2566
- Cherry Blevins WM 2600 Logan
- Timothy Christafere WM 5144 Clarkson
- Steven Fragnin WM 5144 Clarkson
- Michael Jones WM 5122 Elkins
- Tommie Kase WM 2610 Logan
- Diana Myers WM 2626 Mountain
- Charles Town WM 3250 Montegomary

**15 years**
- Sandra Abner WM 1463 Fort du Lac
- Debra Brown WM 3254 Shadyglen
- Loredel Carlson WM 1385 Hudson
- Linda Coleman WM 882
- Prima de la Cruz
- Theresa Canper LG 7039 Beaver Dam
- Erin Dorin WM 1430 Oakleah
- Matthew Hammang LG 6255 Montecito
- Tammy Murrin WM 1817 Montecito
- Noel Way WM 1535 Janeville
- Marlene Klipstein WM 1305 Janesville

**10 years**
- Gary Mocoman WM 1254 Marquette
- Terry Przyga WM 6526 Westville
- David Soerson WM 2568 Sturtevant
- Lu Wilson WM 1002 Wisconsin Rapids
- Maria Reyes WM 554 Laredo
- Glenda Reiss WM 590 Fort Worth
- Judy Tilley WM 4102 Brookfield

**5 years**
- Kelly Smith WM 1012 Beaver Dam
- Mary Simmons WM 1345 Ralston
- William Christafore WM 5144 Clarkson
- Steve Furrer WM 1430 Oshkosh
- Kim Evans WM 1410 Kimberly
- Scotty Hall WM 3254 Shadyglen
- Mary Gruber WM 2600 Logan
- Mimmi Hill WM 1587 Suffolk
- Tina Likens WM 2626 Mountain

**3 years**
- Kelly Brame WM 2808 Midlothian
- Ronald Brooks WM 4586 Arlington
- Susan Cate WM 1587 Suffolk
- Deanna Cline WM 2600 Logan
- Carleen Conner WM 4102 Brookfield
- Kevin Conner WM 4102 Brookfield

**1 year**
- Donna Temple WM 827 Canton
- Joel Thomas WM 1345 Ralston
- Sandra Conner WM 4102 Brookfield
- Mary Conner WM 4102 Brookfield
- Marsha Gaskins WM 3254 Shadyglen
- Mary Harman WM 2520 Frederic

**5 years**
- Pamela Gibbes-Williams WM 4638 Hurricane
- David Ramos WM 1345 Martinville
- Janice Hemb WM 1292 Christiansburg
- Frank Pulliam WM 8701 Rockingham
- Gladys McDonald WM 1525 Frederic
- Karen Momanuma WM 2525 Frederic
- Ginger Miller WM 3565 Yorktown
- James Moore III WM 2099 Bristol

**10 years**
- Pam Barbier WM 5343 Frederic
- Christopher Woodie HO 4074 Frederic
- Jeanne Wright WM 1009 Frederic
- William Logan WM 3250 Montgomery
- Patricia Malvet WM 1011 Martinsburg
- Gary Nevifik WM 1544 Clarkson

**15 years**
- Rosaline Borden WM 1486 Farmville
- Charles Brooks WM 1486 Farmville
- Sandra Cline WM 1486 Farmville
- Mona Cline WM 1486 Farmville
- Carla Coats WM 1486 Farmville
- Roseanne Sharlin WM 1486 Farmville
- Elizabetha Simon WM 1486 Farmville
- Virginia Simons WM 1477 Summersville
- Tina Stafford WM 2083 Frederic

**20 years**
- Kelly Huggitt WM 1773
- David Ramos WM 1345 Martinville
- Lisa Keene WM 2626 Covington
- Stacy Kinne WM 2565
- John Patton WM 3254 Shadyglen
-談順豐 WM 3254 Shadyglen
- Prima de la Cruz
- Theresa Canper LG 7039 Beaver Dam
- Erin Dorin WM 1430 Oakleah
- Jennifer Brill WM 1772 Berlin
- Valerie England WM 2425
- Cross Falls
- Penny Everly WM 5679 Columbus
- Vicki Fogel WM 802 Monroe

**25 years**
- Janice Hemb WM 1292 Christiansburg
- Frank Pulliam WM 8701 Rockingham
- Gladys McDonald WM 1525 Frederic
- Karen Momanuma WM 2525 Frederic
- Ginger Miller WM 3565 Yorktown
- James Moore III WM 2099 Bristol

**30 years**
- Pam Barbier WM 5343 Frederic
- Christopher Woodie HO 4074 Frederic
- Jeanne Wright WM 1009 Frederic
- William Logan WM 3250 Montgomery
- Patricia Malvet WM 1011 Martinsburg
- Gary Nevifik WM 1544 Clarkson

**40 years**
- Pam Barbier WM 5343 Frederic
- Christopher Woodie HO 4074 Frederic
- Jeanne Wright WM 1009 Frederic
- William Logan WM 3250 Montgomery
- Patricia Malvet WM 1011 Martinsburg
- Gary Nevifik WM 1544 Clarkson

**50 years**
- Pam Barbier WM 5343 Frederic
- Christopher Woodie HO 4074 Frederic
- Jeanne Wright WM 1009 Frederic
- William Logan WM 3250 Montgomery
- Patricia Malvet WM 1011 Martinsburg
- Gary Nevifik WM 1544 Clarkson

**60 years**
- Pam Barbier WM 5343 Frederic
- Christopher Woodie HO 4074 Frederic
- Jeanne Wright WM 1009 Frederic
- William Logan WM 3250 Montgomery
- Patricia Malvet WM 1011 Martinsburg
- Gary Nevifik WM 1544 Clarkson

**70 years**
- Pam Barbier WM 5343 Frederic
- Christopher Woodie HO 4074 Frederic
- Jeanne Wright WM 1009 Frederic
- William Logan WM 3250 Montgomery
- Patricia Malvet WM 1011 Martinsburg
- Gary Nevifik WM 1544 Clarkson

**80 years**
- Pam Barbier WM 5343 Frederic
- Christopher Woodie HO 4074 Frederic
- Jeanne Wright WM 1009 Frederic
- William Logan WM 3250 Montgomery
- Patricia Malvet WM 1011 Martinsburg
- Gary Nevifik WM 1544 Clarkson

**90 years**
- Pam Barbier WM 5343 Frederic
- Christopher Woodie HO 4074 Frederic
- Jeanne Wright WM 1009 Frederic
- William Logan WM 3250 Montgomery
- Patricia Malvet WM 1011 Martinsburg
- Gary Nevifik WM 1544 Clarkson

**100 years**
- Pam Barbier WM 5343 Frederic
- Christopher Woodie HO 4074 Frederic
- Jeanne Wright WM 1009 Frederic
- William Logan WM 3250 Montgomery
- Patricia Malvet WM 1011 Martinsburg
- Gary Nevifik WM 1544 Clarkson

**110 years**
- Pam Barbier WM 5343 Frederic
- Christopher Woodie HO 4074 Frederic
- Jeanne Wright WM 1009 Frederic
- William Logan WM 3250 Montgomery
- Patricia Malvet WM 1011 Martinsburg
- Gary Nevifik WM 1544 Clarkson

**120 years**
- Pam Barbier WM 5343 Frederic
- Christopher Woodie HO 4074 Frederic
- Jeanne Wright WM 1009 Frederic
- William Logan WM 3250 Montgomery
- Patricia Malvet WM 1011 Martinsburg
- Gary Nevifik WM 1544 Clarkson

**130 years**
- Pam Barbier WM 5343 Frederic
- Christopher Woodie HO 4074 Frederic
- Jeanne Wright WM 1009 Frederic
- William Logan WM 3250 Montgomery
- Patricia Malvet WM 1011 Martinsburg
- Gary Nevifik WM 1544 Clarkson

**140 years**
- Pam Barbier WM 5343 Frederic
- Christopher Woodie HO 4074 Frederic
- Jeanne Wright WM 1009 Frederic
- William Logan WM 3250 Montgomery
- Patricia Malvet WM 1011 Martinsburg
- Gary Nevifik WM 1544 Clarkson

**150 years**
- Pam Barbier WM 5343 Frederic
- Christopher Woodie HO 4074 Frederic
- Jeanne Wright WM 1009 Frederic
- William Logan WM 3250 Montgomery
- Patricia Malvet WM 1011 Martinsburg
- Gary Nevifik WM 1544 Clarkson

**160 years**
- Pam Barbier WM 5343 Frederic
- Christopher Woodie HO 4074 Frederic
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Happy Helper
Jacqueline has been an associate for 18 years. Serving as a Holiday Helper lets her passion for assisting customers shine.

Jacqueline Fernandez
Customer Service Manager
Store 1859 Calexico, Calif.

She Makes the Difference
Jacqueline’s worked as a cashier, on overnights, and in toys. Now, she’s at the front end, and she enjoys being a Holiday Helper, which lets her go above and beyond for customers.

We’ll Get That for You!
“When customers forget something, cashiers notify us [Holiday Helpers], and we get two versions of the item so customers can choose without having to get out of line. They are so grateful!”

JACQUELINE FERNANDEZ
Customer Service Manager
Store 1859 Calexico, Calif.

DIFFERENCE MAKER
“Customers really like Holiday Helpers! It’s so simple to help and make their busy lives a little easier.”
Jacqueline Fernandez

Check out walmartworld.com/HolidayHelper to learn more about this year’s program.

VPI: Why Buy Just One?
Be a VPI champion and boost sales and CFF scores. You can win extra cash in your paycheck!

Sign up for VPI using the VPI Tool on the Sales App. Visit walmartworld.com/VPI for more stories and inspiration.

ANDRES ESTRELLA
Department Manager, Dairy
Store 1846 Douglas, Ariz.

Andres Estrella knew just what to say to entice his customers to buy his July VPI, Great Value Large AA eggs: “Why buy just one? You’ll run out. Buy two!”

Andres scored a big VPI victory and earned extra cash in his paycheck. His friendly approach is also for the benefit of his store. “Always, always speak to customers,” he says. “It will improve Clean, Fast, and Friendly [CFF] scores as well as sales.”

VPI:
Why Buy Just One?
A Little Pick-Me-Up

As department manager of Pickup, Kevin Ocejo connects with customers. Under his leadership, the Pickup crew at Store 3516 was named “Most Engaged” in their region.

The team frequently has 100 percent fill rates, high service engagement, and short wait times. During customers’ brief waits, Kevin often gives out chocolate to sweeten the experience. “It’s important to thank them for going online and choosing our store for Pickup,” he says.

Thanks to Kevin’s highly organized approach and exceptional engagement with customers, he was awarded the divisional Happy to Help recognition pin by Dacona Smith, senior vice president, West Division.

“People are impressed by his leadership and level of urgency,” Store Manager David Cota says. “He’s a great example of Happy to Help.”

See more stories of outstanding customer service and how to earn a Happy to Help pin at walmartworld.com/HappyToHelp.