

May 1, 1992

# People



A Publication for American Drug Stores People

## Service

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*"Have you ever experienced the level of service customers receive at these 'low price leaders?' If you have, you know that these companies are not really committed to providing great service."*

**S**ervice--it seems to have become the buzzword of the retail industry. Everywhere we look, we see companies claiming that they offer great service.

Of course, other companies have staked their reputation on offering the lowest price around, while claiming to also provide great service. But have you ever experienced the level of service customers receive at these "low price leaders?" If you have, you know that these companies are not really committed to providing great service.

These low price leaders proudly claim that they have the lowest prices around...until, of course the next chain claims to have the lowest prices, and on it goes.

It would appear that chains that promote low price as their main advantage are always susceptible to any new or existing competitor that claims to be the low price leader. When this occurs, the company suddenly finds itself without an advantage.

As our executive group explained at recent management meetings, we will not be the low price leader, but rather we will feature competitive prices combined with outstanding customer service.

Instead of getting caught in the "low price cycle," American Drug Stores has and will continue to promote service as our company's main strength. Market research has told us

that consumers value service nearly as much as low price.

This service takes many forms in our stores. From pharmacists who provide caring insight to a patient's health care needs, to a clerk assisting a disabled customer locate an item, our people have the opportunity to impress and win over customers by demonstrating we really do want to serve them.

The people in our support facilities also strive to provide great service to their customers, namely our stores and vendors.

If you have any questions about customer service, ask your manager. If you have any customer service ideas that you think may be helpful to other associates, feel free to send them to us via backdoor mail. We will occasionally run a collection of any ideas that have been submitted.

Beginning on page 6, some of the American Drug Stores people who have demonstrated this level of outstanding service are highlighted. In these cases the customer was so impressed that he/she took the time to write and thank the associate for assisting them.

Also inside this issue of People are the regional President's Award winners. These people have been selected because of the level of service they have provided to our company.

Coverage of this year's President's Award winners begins on page 3.

# Around our company

## Stores to receive 'tabletop communicators'

**A**s part of our company's continuing efforts to control shrink, various stores have begun to receive a new communications devise known as the "Tabletop Communicator."

Made of break-resistant plastic, each tabletop communicator is 8 1/2 inches wide and 11 inches tall. The tabletop communicator separates at the bottom to allow for the insertion of flyers to be distributed by the Loss Prevention Department.

The flyers will discuss a number of topics related to shrink control, as well as other general information. Among the topics to be highlighted are security, safety, customer service, benefits, and ASRE.

Stores will receive new flyers periodically. A new flyer will be displayed in the tabletop communicator approximately every two weeks. In an effort to control costs, stores are to maintain a file of the flyers so that they may be reused in the future.

To provide a high degree of visibility with associates, the tabletop communicator will be located on a table in the break or lunch room.

**S**tores that have been selected as "opportunity stores" within each region will receive the tabletop communicators first. They will eventually be distributed to all stores.

An additional communications tool that is being introduced is "Things That I Can Do to Impact Shrink" cards. As the name implies, these cards provide associates with shrink control and safety suggestions for several store areas, including the front end, pharmacy area, receiving and the sales floor.



Stores have begun receiving tabletop communicators (shown above). These devices will feature information on a variety of topics, including shrink control and safety.

At the top of each side of the card is a space for associates to write their name. Two blank spaces also are left at the bottom of the card for associates to record any unique shrink control ideas they may have.

Associates in opportunity stores can expect to receive the cards during upcoming "Shrink and Its Antidote" meetings.

**I**n an effort to provide continuing awareness of this program, the cards will be discussed in future training programs.

Vice President of Loss Prevention Ron Green explains that the goal of these programs is simply to provide associates with additional information. "The bottom line is simply getting better support from our associates through increased awareness. We can't expect their help unless they know how they can help us."

Ron added that the topics featured in the flyers would make good discussion points for store meetings.

## People on the Move

**J**im Ruwitch has rejoined American Drug Stores as general manager at 3409 Cerritos, Calif. He returns to us from Payless Drugs in Colorado, after having served in various store management positions with our company in several states.



## Mark your calendar

The month of May has been designated as the following:

**National Bike Month,**  
**Foot Health Month,**  
**Mental Health Month,**  
**National Arthritis Month,**  
**National Physical Fitness and Sports Month,**  
and **National High Blood Pressure Month.**

Of course, we also celebrate Mother's Day on May 10. Additionally, we pay our respects to those who have served our country on Memorial Day, which is observed on May 25 this year.

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# 1991 President's Award of Excellence winners

**A**s part of the recent regional meetings, several people were honored for their contributions to our company. In recognition of their efforts, these people received President's Awards of Excellence.

Each winner received an engraved desk set. Winners also will receive an engraved President's Award ring. A special recognition award also was presented.

Chairman Dave Maher explained at the meetings that the

awards are presented to people who have made great contributions to our company's success during the past year.

"Winners are people who have been consistent top performers throughout their careers," Dave said. "They are individuals who possess a positive style in working with others and are noted for their ability to accomplish far more than what is expected."

## Rich Dobey, market manager, 688 Waukegan, Ill.

"Rich could be described in many ways, including strong merchant, seasoned operator, experienced businessman, profit producer, catalyst of change, etc. But what has always made him a stand out is his approach to his job. Rich has approached every job in his career as an owner, and thinking like an owner has enabled him to produce outstanding results in every assignment. People who work for him learn a tremendous amount, value their experience and appreciate his continued support after they move to other assignments. In his store, which always seems ready for a store visit, he fosters a genuine small town customer service attitude that wins over customers even in tough situations. Rich's store increased sales by 37.6 percent, decreased expense from 18.9 percent to 17.2 percent and produced \$1,248,000 in store level earnings--truly outstanding results."



Shown above (from left) are Chairman Dave Maher, Market Manager Rich Dobey, Chicago Region Vice President Dave Gillis and Steve Mannschreck, executive vice president and chief operating officer, Osco Drug.



Shown above (from left) are Central Region Vice President Jim Willyard, Chairman Dave Maher, General Manager Dan Baranick, Steve Mannschreck, executive vice president and chief operating officer for Osco, and District Manager Al Hoskins.

## Dan Baranick, general manager, 502 Minot, N.D.

"Dan has very high store standards and instills in others the same pride factors. He is people oriented, a 'we' operator and a real team player. His retail career began some 34 years ago in 1958 working as a pharmacist in St. Cloud (Minn.) and then transferring to Kewanee, Ill. as a pharmacist. Shortly thereafter, he became an assistant manager in Kankakee, Ill. Dan successfully completed several assignments before becoming a general manager in 1963. He achieved outstanding results in 1991 in spite of a new Wal-Mart entering the market at the beginning of the year directly across the street from his store. He has been the perennial expense control winner year after year and has managed his store to achieve high margins, while obtaining excellent growth."



Shown above (from left) are Dick Davis, executive vice president and chief operating officer, Sav-on, Southwest Region Vice President Dennis Palmer, District Manager Larry Griffin, and Chairman Dave Maher.

# 1991 President's Award of Excellence winners

*Continued from Page 3*

## Gene Mlenar, market manager, 3151 Sylmar, Calif.

"Gene started his career in the late 60s in Denver, Colo. He worked at various locations, which resulted in his advancement through the management ranks. In 1977, he was promoted to the position of general manager and was asked to transfer to California to help 'pioneer' Skaggs Drug Store's entry in the Orange County market. In the early 80s, he was asked to transfer to the Arizona market to assist in improving store performance and developing the market. In 1988, he was transferred back to California, where every store that he managed always reflected the highest standards achievable. In 1991, he was promoted to market manager. Under his leadership, his market stores reflect the same excellence in standards and superior financial results."



Shown above accepting his President's Award is Market Manager Gene Mlenar (middle). Presenting the award are Chairman Dave Maher (left) and Los Angeles Region Vice President John Terry (far right).



Shown above (from left) are Steve Mannschreck, Vice President of Human Resources Pat Johnston, Pharmacy Compliance Manager Larry Trippiedi, Senior Vice President of Pharmacy Operations Don Hoscheit, Executive Vice President of Marketing Arlyn White, John Dyer, senior vice president, administration, MIS and corporate planning, and Chairman Dave Maher.

## Al Steinman, director of photo processing, Crest Photo, Elgin, Ill.

"Al is best described as focused. All his resources are aligned and monitored to deliver on those two most prized objectives sought in the business world--sales and earnings. Tough times, such as 1991, only challenge him and his team to fight harder to convert earnings. His skills have been honed over the course of 17 years, beginning as a management trainee in the Chicago region. For nine years Al worked in a supporting role to this very successful area of our business, until 1990 when he assumed the reins. Always a standout in implementing strategic plans quickly, in 1991 his area brought us the two minute offense to combat tough sales and earnings, 96 percent earnings growth in the Southern region and free photo buttons for Desert Storm families."



Shown above (from left) are John Dyer, Pat Johnston, Director of Photo Processing Al Steinman, Arlyn White and Steve Mannschreck.

## Harold Jackson, financial evaluation manager, 1500 Anaheim, Calif.

"Over the years, Harold has interfaced with almost all management people in the Los Angeles and Southwest regions. He works tirelessly with the office staff in Oak Brook and Anaheim to translate their wishes into financial and statistical reports. He is tremendously dedicated to the business and will never say no to any request. During 1991 and up to the present, Harold has spent countless hours on the acquisition of the Southern California CVS stores. He participated in the financial analysis of the deal with American Stores, as well as coordinated many aspects of the acquisition and merger into American Drug Stores."



Shown above as he accepts his President's Award is Harold Jackson (second from left). Presenting the award were Chairman Dave Maher (left), John Terry and Dick Davis (right).

*Continued on Page 5*

# 1991 President's Award of Excellence winners

Continued from Page 4

## Debbie Yankowski, administrative assistant, Eastern region office, Cambridge, Mass.

"Debbie truly exemplifies the meaning of customer service. Combined with having high standards and a 'can do' attitude, she serves as a real resource to our stores and region. She is an extremely dedicated and committed associate. Despite numerous changes in the area in which she works, things keep running smoothly. With her great follow-up skills, both customers and stores know that Debbie will get an answer to a question or find a needed item. Having been named a customer service winner in 1988, she continues to perform and truly demonstrate that at Osco, you can count on people who care."



Administrative Assistant Debbie Yankowski (right) receives congratulations from Eastern Region Vice President Larry Wahlstrom.



Presenting Ellie Gilbert (second from left) with her President's Award were Chairman Dave Maher, Dick Davis and John Terry.

## Ellie Gilbert, regional pharmacy manager, Los Angeles region.

"A direct management style, take-charge attitude and superb work ethic maximize Ellie's impact. The ability to involve and develop people is one of her real strengths. She began her career 10 years ago as a graduate pharmacy intern. Upon graduation from Ferris State University College of Pharmacy in 1982, she held such positions as pharmacy intern, staff pharmacist and pharmacy manager. During each of these phases of her career Ellie was involved in training and developmental activities that contributed to our overall business. During 1991, she spearheaded implementation of 24-hour stores throughout the Los Angeles region. The results of this effort had extremely positive results on the entire region and will continue to do so into the future."

## Ed Weiser, manager, new technology systems, Oak Brook Data Center.

"Ed held various store assignments from management trainee through general manager before joining the Central Services group in the mid-80s. He has consistently demonstrated a positive, 'can do' attitude with a futuristic prospective. He has been a real change agent, challenging us to make difficult decisions to move our business forward. Ed's small but very productive team has been able to move us from virtually last place to a leading position in the use of technology within the chain drug industry. Some of the projects his team has worked on include Monday morning stuff, ad seasonal ordering, automatic order replenishment for pharmacy, voice mail, Kronos time and attendance and the photo log. His team is now rolling out pharmacy scanning, electronic D-800s and electronic cash reporting. In his spare time, Ed has found time to sell \$1.5 million in data."



Shown above (from left) are Steve Mannschreck, Pat Johnston, John Dyer, Ed Weiser, manager, new technology systems, Arlyn White, Don Hoscheit, and Dave Maher.



Shown above (from left) are Steve Mannschreck, Larry Wahlstrom, Market Manager Larry Hudson and Dave Maher.

## Larry Hudson, market manager, 880 W. Lafayette, Ind.

"Larry began his career as a part-timer more than 20 years ago. His ability to stay positive and stay focused on the tasks before him has had a steady influence on his co-workers and has contributed to his success at a variety of store management assignments. Sales and earnings in Larry's store continue to grow and improve. For 1991, his store was the number one earnings store in his region and continued to make his a true flagship operation. Outstanding customer service always was and still is a way of life for Larry. He takes care of his customers by first taking care of his associates. He has taken on many special assignments for his district and region over the years. His spearheading of one such project in his district contributed more than \$400,000 in additional sales."

# Special recognition award presented to Bob Rankin

## Special Recognition Award

A posthumous award was presented to Bob Rankin at one of the regional meetings. The award was accepted by Bob's wife, Belinda.

"Bob joined our company in the late 60s as a clerk in the Central region. Over his career, he always met every challenge with tremendous effort and outstanding achievement. He rapidly advanced through the ranks to general manager and market manager, leaving a trail of accomplishments and well-trained people in every assignment. During his brief assignment at the Oak Brook office as operations manager for the Central region, Bob made many friends and had a great influence on our business. He joined the Los Angeles region in the spring of 1987 as a district manager. His achievements from that point forward are well known to all, as he quickly made a positive impact on the stores and people with whom he came in contact. Over time, Bob would most certainly have been one of our President's Award of Excellence winners."



Accepting the special recognition award for her husband was Belinda Rankin. Presenting the award were (from left) John Terry, Dave Maher and Dick Davis.

# Great service makes us better than competitors



Kathy Peterson, supervisor,  
234 Elk Grove, Ill.

## Video transfer service outstanding

*Dear Manager,*

*Give a big cheer for Kathy Peterson, an associate in the camera department at store 234 Elk Grove, Ill. Recently I came in to see about getting some very old home movie films made into videos. I was apprehensive and didn't quite know what to do. The woman behind the counter was fairly new so she suggested we talk to Kathy.*

*Kathy was on her way home, but she was still in the store and she answered the page for her. Remember, Kathy was through for the day. She patiently went through the whole procedure with me.*

*The films came back during our vacation and Kathy took the time to call and leave a message on my recorder that the films were in. These films were to be a surprise for my husband. Well, you can imagine his surprise to see our children on tape. Needless to say, we were both filled with emotion.*

*Kathy even called to find out if the video turned out okay. That is above and beyond the call of duty.*

*The film crew who transferred these films to videotape need to be thanked also. They did a great job with the very old film. The crew even improvised with some of the music. They added appropriate songs to all the occasions. Osco has a great deal to be proud of in all of these people. Keep up the good work.*

Sincerely,  
Gloria Casper



Greg Schuble, specialist, Crest Photo, Elgin, Ill.



Annette Bausone, senior technician, Crest Photo, Elgin.



Lynn Deem, assistant manager, 37 Niles, Ill.

## Lynn Deem provides great film service

*Dear Manager,*

*Recently I needed help processing a very special film order. Lynn Deem took the time to record all the special instructions needed for the film order to be accurate.*

*When I came in to pick up the order, again she went out of her way to see that the processing was right and that I was satisfied with the results.*

*It is people like this who go out of their way to be accommodating and do an excellent job that the company should be aware of.*

Mrs. Peter Muzlai

# Customers appreciate caring, personal service

## LaVona Kordich assists those who need help at 3129

The following letter was received at store 3129 Torrance, Calif.

*Dear Manager,*

*I have written to you a number of times regarding the courtesy and helpful attitude of your people. Well, the ultimate happened last evening.*

*I had shopped at your store, and among the things I purchased was a bird feeder, which by mistake, I left at the store and forgot about it.*

*At 7:30 p.m., my doorbell rang and there stood your associate, LaVona (Kordich) with a smile on her face, holding my bird feeder. She had checked out my address on my check and brought the feeder to me after work.*

*Thank You LaVona.*

Betty Lucas,

Torrance, Calif.

**L**aVona explains that after Mrs. Lucas forgot the bird feeder at the checkout, she placed it on the side and marked that it had been paid for. She recalls that Mrs. Lucas thanked her repeatedly for taking the time to personally deliver the item.

About a week after she delivered the feeder to her home, Mrs. Lucas came in the store and presented LaVona with a thank you card and a plant. "I guess I do cater a bit to senior citizens and attempt to help them as much as possible," she explains. "With Mrs. Lucas, I figured it might take her a while before she could get back to the store."

Her attention to the needs of customers has won her the admiration of people at a nearby retirement home, who make it a habit of going through LaVona's checkout line on their weekly Saturday shopping trip. "They told me that we have better service than Thrifty's," LaVona said.



LaVona Kordich, clerk, 3129 Torrance, Calif.

## Concern for well-being of patient shown by Beverly Messina

*Dear Mr. Maher,*

*I am writing this letter to commend your company for the exemplary performance of one of your pharmacists, Beverly Messina. I have a patient who is taking various medications, not all of which she remembers the names of when she comes into our clinic.*

*We examined the Physician's Desk Reference text for side effects of (a medication known as) Imuran with other medicines. Being comfortable with a low risk of interactions with other medicines and monitoring her on a regular basis, we began her treatment with Imuran.*

*Upon receiving a refill for another medication the woman was taking, Beverly did a thorough search of drug interactions against all the other medications she was taking. Beverly discovered that there is an adverse interaction between Imuran and the other prescription the woman was trying to have refilled. (Of note, this adverse interaction is not listed in this year's edition of Physician's Desk Reference or Drug Interactions and Side Effects.)*

*Upon noting the adverse interaction between the two drugs, Beverly attempted to reach the internist taking care of the woman but was unable to do so. Beverly then enlisted the aid of one of her associates, who was able to reach me. I would like to commend Beverly for her exemplary attention to detail and persistence in ensuring that the physicians taking care of the woman were aware of this situation.*

Michael White, M.D.

Massachusetts General Hospital, Boston, Mass.



Beverly Messina, pharmacy manager, 974 Revere, Mass.

# May Anniversaries



Mary Staack  
851 Stevens Point, Wisc.  
5/8/67



James Debruhl  
3337 Goleta, Calif.  
5/10/67



Phyllis Manzer  
2044 Great Falls, Mont.  
5/27/67



Ron Pales  
15 Franklin Park, Ill.  
5/29/67



Benson Johnson  
3077 Los Angeles, Calif.  
5/1/72



Ronald Kleingartner  
470 Terre Haute, Ind.  
5/1/72



Donna Wilkes  
3053 Torrance, Calif.  
5/8/72



Steven Ralston  
2049 Las Vegas, Nev.  
5/10/72



Duane Mispagel  
3215 Reseda, Calif.  
5/11/72



Patricia Sullivan  
Crest Elgin, Ill.  
5/15/72



Emma Tschetter  
945 Huron, S.D.  
5/15/72



Clare Burns  
905 Quincy, Mass.  
5/15/72



Dennis Van Emmerik  
2604 Independence, Mo.  
5/17/72



Gene Lacey  
951 Dorchester, Mass.  
5/18/72



Sally McNeill  
3229 La Puente, Calif.  
5/22/72



Marilyn Walsh  
969 Norwood, Mass.  
5/30/72



Katherine Little  
2107 Tucson, Ariz.  
5/1/77



Randy Tolle  
2186 Overland Park, Kan.  
5/6/77



Edward Cechura  
53 Oak Forest, Ill.  
5/16/77



Marie Kempton  
951 Dorchester, Mass.  
5/16/77



Anna Ritter  
3193 Mar Vista, Calif.  
5/19/77



Ted Olson  
2041 Reno, Nev.  
5/27/77



Brenda Larmey  
Alves Braintree, Mass.  
5/29/77

## Also celebrating, photo not available

Richard Lucas, 3083 Ventura, Calif., 5/9/67  
 Shirley Garcia, 3045 Downey, Calif., 5/13/67  
 Marion Weatherford, 2175 Kansas City, Mo., 5/25/67  
 Monte Vargason, 3247 Las Vegas, Nev., 5/20/72  
 Hugo Constantino, 3109 Sherman Oaks, Calif., 5/22/72  
 Chanda Person, 3081 Buena Park, Calif., 5/22/72  
 Susan Holz, 3309 Stanton, Calif., 5/22/72  
 Frank Florez, 3337 Goleta, Calif., 5/22/72  
 Dorothy Albergo, 905 Quincy, Mass., 5/22/72  
 Beverly Ray, 905 Quincy, Mass., 5/25/72  
 Gary Nishimura, 3079 Alhambra, Calif., 5/26/72  
 Karen Ertel, 3147 Montrose, Calif., 5/30/72  
 Diane Derencius, 602 Chicago, Ill., 5/2/77

Javier Matamoros, 3259 Fullerton, Calif., 5/4/77  
 Irene Stone, 3243 Sun Valley, Calif., 5/6/77  
 Yolanda Moran, 3207 Montebello, Calif., 5/7/77  
 Jean Hurley, Cambridge, Mass., 5/11/77  
 Pamela Johnson, 2160 Springfield, Mo., 5/13/77  
 Maria Rodriguez, 3105 Pacific Beach, Calif., 5/16/77  
 Karen Mear, 671 Homewood, Ill., 5/23/77  
 Ron Wagner, 825 Kewanee, Ill., 5/23/77  
 Allen Lowe, 954 Kittery, Maine, 5/23/77  
 Alexander Przybylski, 961 Lynn, Mass., 5/29/77  
 John O'Connell, 402 Lafayette, Ind., 5/30/77  
 Sheryl Detwiler, 2111 Wichita, Kan., 5/31/77

# May Anniversaries

## 10 Year - 1982

- 5-3 - Joan Hamill, 3171 Santa Ana, Calif.  
5-3 - Linda Wong, 996 Holbrook, Mass.  
5-4 - Kathleen Case, 945 Huron, S.D.  
5-4 - Robert Day, 316 Salem, N.H.  
5-5 - Paul Hartz, 917 Lincoln, Neb.  
5-6 - Bonnie D'Armond Bomba, 3171 Santa Ana, Calif.  
5-6 - Walter Allen, 2049 Las Vegas, Nev.  
5-8 - Richard Wagner, 929 Miles City, Mont.  
5-8 - Diane McClure, 763 Indianapolis, Ind.  
5-10 - William Zimmerman, 180 Olympia Fields, Ill.  
5-10 - Rosemary Zollner, 1818 Oak Brook, Ill.  
5-11 - Michael Jurek, Elk Grove, Ill.  
5-11 - Joseph Persell, 2188 Independence, Mo.  
5-12 - Keith Witt, 45 Round Lake Beach, Ill.  
3-13 - Enio Casale, 2100 Oak Brook, Ill.  
5-15 - Edward Coops, 3030 Franklin Park, Ill.  
5-16 - Elaine Johnson, 54 Downers Grove, Ill.  
5-17 - Gloria Barnhart, 3023 Los Angeles, Calif.  
5-17 - Pat Del Mastro, Elk Grove, Ill.  
5-18 - Michael Carl, 2133 Wichita, Kan.

## 5 Year - 1987

- 5-1 - Beth Farmer, 2311 Chandler, Ariz.  
5-2 - Kimberly Saracini, 3083 Ventura, Calif.  
5-2 - Pamela Curry, 2301 Sierra Vista, Ariz.  
5-2 - Robert Stonchus, 31 Palos Park, Ill.  
5-2 - Kathleen Higgins, 962 Boston, Mass.  
5-4 - Joan Freeman, 2100 Oak Brook, Ill.  
5-4 - Christine Givant, 3041 North Park, Calif.  
5-4 - Monica O'Brien, 3177 Encino, Calif.  
5-4 - Carolyn Taylor, 2603 Blue Springs, Mo.  
5-4 - Peter Roubal, 887 Urbana, Ill.  
5-4 - Linda Eilertsen, Franklin Park, Ill.  
5-4 - Mary Zaba, Franklin Park, Ill.  
5-5 - Fikri Rahana, 606 Chicago, Ill.  
5-5 - Nancy LaChance, 967 Manchester, N.H.  
5-5 - Terese Devaney, 961 Lynn, Mass.  
5-5 - Cade Claiborne, 2107 Oak Brook, Ill.  
5-7 - Cynthia Sauer, 3147 Montrose, Calif.  
5-7 - Teresa Miller, 3171 Santa Ana, Calif.  
5-7 - Rose Marie Noecker, 2121 Las Vegas, Nev.  
5-7 - Laura Collazo, Franklin Park, Ill.  
5-8 - Patricia Wright, 3391 South Laguna, Calif.  
5-8 - Linda MacDonald, 698 Tinley Park, Ill.  
5-9 - Dawn Arevalo, 2020 Phoenix, Ariz.  
5-9 - Joe Bochenek, 869 Carpentersville, Ill.  
5-10 - Betty Zontek, 607 Alsip, Ill.  
5-11 - Ken Templeman, 3221 Riverside, Calif.  
5-11 - Tuyen Kim Luna, 3143 Placentia, Calif.  
5-11 - Harry Yoshino, 3295 La Jolla, Calif.  
5-11 - Henry Moreno, 3315 San Diego, Calif.  
5-11 - Sonya Estrada, 3213 Carson, Calif.  
5-11 - Elizabeth Peterson, 3410 Anaheim, Calif.  
5-11 - Joan Caban, 3235 Las Vegas, Nev.  
5-11 - Eileen Rutkoski, 688 Waukegan, Ill.

- 5-19 - Susan Rabideau, 414 Green Bay, Wisc.  
5-19 - Anne-Margaret Bushnell, 981 Danvers, Mass.  
5-20 - Zonia Murphy, 3195 Burbank, Calif.  
5-20 - Ronald Wolff, Anaheim, Calif.  
5-21 - Tracey Chisholm, 960 Londonderry, N.H.  
5-22 - Valerie Kernan, 29 Niles, Ill.  
5-23 - Sharon Sypherd, 2310 Scottsdale, Ariz.  
5-24 - Fred Miller, 1818 Oak Brook, Ill.  
5-24 - Dennis Lew, 3399 Los Angeles, Calif.  
5-24 - Anthony Accardi, 974 Revere, Mass.  
5-24 - Tomislav Blagojevich, Anaheim, Calif.  
5-25 - Larry Eden, 3275 San Diego, Calif.  
5-25 - Thomas Barrea, Crest Burbank, Calif.  
5-26 - Susan Kovatch, 445 Mishawaka, Ind.  
5-26 - Yacoub Fasheh, Crest Burbank, Calif.  
5-27 - Genaro Granados, Elk Grove, Ill.  
5-29 - Monica Fiehler, 3403 Escondido, Calif.  
5-29 - Diane Lamp, 253 Lake Zurich, Ill.  
5-29 - Antonia Palmisano, 77 Villa Park, Ill.

- 5-11 - Linda Anclade, 234 Elk Grove Village, Ill.  
5-11 - Kathleen Stadel, 77 Villa Park, Ill.  
5-11 - Kenneth Klos, 229 Crystal Lake, Ill.  
5-11 - Wayne Herrmann, 913 Bismarck, N.D.  
5-11 - Patsy Nutt, 411 Galesburg, Ill.  
5-11 - Robert Ivon, 953 Laconia, N.H.  
5-11 - Barbara Sinatra, 988 Boston, Mass.  
5-11 - Jennifer Pilz, 994 S. Easton, Mass.  
5-11 - Janie Hartl, 3030 Franklin Park, Ill.  
5-12 - Scott Meier, 3067 Newport Beach, Calif.  
5-12 - Sandra Labarr, 55 Schaumburg, Ill.  
5-12 - Timothy Colgan, 304 Stratham, N.H.  
5-13 - Tyrone Weathers, 11 Chicago, Ill.  
5-14 - Charlotte Ealey, 3221 Riverside, Calif.  
5-14 - Arlene Flores, 3119 Cerritos, Calif.  
5-14 - Anne Dony, 2100 Oak Brook, Ill.  
5-15 - Cynthia Cameron, 2006 Reno, Nev.  
5-16 - Noreena Manio, 3815 Buena Park, Calif.  
5-16 - Carrie Bixby, 3321 Orange, Calif.  
5-16 - Susan Roberts, 42 Wauconda, Ill.  
5-16 - Catherine Tuegel, 42 Wauconda, Ill.  
5-16 - Harold Nichols, 693 Waukegan, Ill.  
5-16 - Chaturbhuj Sheth, 622 Chicago, Ill.  
5-17 - Patrick Lara, 3808 Costa Mesa, Calif.  
5-17 - Donna Wurtz, 194 Schaumburg, Ill.  
5-18 - James Fiddelke, 2100 Oak Brook, Ill.  
5-18 - Toni Galbreath, 627 Evanston, Ill.  
5-18 - Donald Rossiter, 52 Westmont, Ill.  
5-18 - Susan Kopystynsky, 229 Crystal Lake, Ill.  
5-18 - Leeanne Leonard, 3030 Franklin Park, Ill.  
5-18 - Jeannette Lentini, Franklin Park, Ill.  
5-18 - Angel Rivera, 466 Battle Creek, Mich.  
5-19 - Nora Telles, 3045 Downey, Calif.

# May Anniversaries

## 5 Year - 1987

5-19 - Virginia Mayo, 8 La Grange Park, Ill.  
5-19 - Andra Seeley, 457 Sterling, Ill.  
5-19 - Marie Barrett, 905 Quincy, Mass.  
5-20 - Pascal Mannechez, 3175 Torrance, Calif.  
5-20 - Brent Paton, 3175 Torrance, Calif.  
5-20 - Amy Isom, 2311 Chandler, Ariz.  
5-20 - Carol Bennett, 938 Bozeman, Mont.  
5-20 - Sean Flynn, 977 South Boston, Mass.  
5-20 - Edgar Simpson, Crest Elgin, Ill.  
5-22 - Michael Gaines, 680 Dolton, Ill.  
5-22 - Kathleen Saunders, 951 Dorchester, Mass.  
5-22 - Ell Roy Conn, Alves Braintree, Mass.  
5-23 - Caroline Eckmann, 42 Wauconda, Ill.  
5-23 - Lynn Worthan, 698 Tinley Park, Ill.  
5-23 - Mary Kinney, 2128 Omaha, Neb.  
5-23 - William Rich, 2156 St. Joseph, Mo.  
5-26 - Terry Manion, 3401 Redlands, Calif.  
5-26 - Elisa Le, 3225 Anaheim, Calif.  
5-26 - Jose Mateos, 3315 San Diego, Calif.  
5-26 - James Gilliland, 3393 Pasadena, Calif.  
5-26 - H. Y. De Boer, 2121 Las Vegas, Nev.  
5-26 - Edward Valek, 640 Chicago, Ill.  
5-26 - Jane Byers, 101 W. Chicago, Ill.

5-26 - Terry Games, 892 Champaign, Ill.  
5-26 - Max Barnhart, 775 Indianapolis, Ind.  
5-26 - Paula Rosentreter, 1818 Oak Brook, Ill.  
5-26 - Sharon Dudley, 2107 Oak Brook, Ill.  
5-26 - Mark Pawlak, Crest Elgin, Ill.  
5-27 - Lauren Rogers, 195 Streamwood, Ill.  
5-27 - Roger Bishop, 478 Michigan City, Ind.  
5-27 - Joan Higbee, 1818 Oak Brook, Ill.  
5-27 - Christopher Dietze, Crest Elgin, Ill.  
5-28 - Lori Patalano, Anaheim, Calif.  
5-28 - Stephanie Eissens, 425 Rockford, Ill.  
5-28 - Darrell Randel, Anaheim, Calif.  
5-28 - Manuel Solano, Crest Burbank, Calif.  
5-29 - Barbara Skiles, 2126 Omaha, Neb.  
5-29 - Sandra Williams, 2183 Raytown, Mo.  
5-29 - Mollie Frey, Crest Elgin, Ill.  
5-30 - Dawn Letsinger, 3317 Sunnymead, Calif.  
5-30 - Mary Arroyo, 3401 Redlands, Calif.  
5-30 - Abelardo Flores, 3387 El Toro, Calif.  
5-30 - Cheri Morus, 3227 Huntington Beach, Calif.  
5-30 - Christine Baltzer, 44 Oak Lawn, Ill.  
5-31 - Kimberly Wright, 619 Waukegan, Ill.

## Stores celebrate Easter with promotion, contest

As part of a promotion to highlight one-hour photo processing, the Easter Bunny visited store 282 Chicago, Ill. the day before Easter.

More than 100 children had their photo taken with the Easter Bunny. After processing at the store's one hour lab, the free prints were displayed in an album for customers to view.

When customers came in to pick up their print, photo clerks suggested using the store's one hour service for re-prints. A photo coupon booklet also was distributed.

Whitman Candy Company donated candy for the event, and the Easter Bunny's appearance was sponsored by the shopping center in which the store is located. General Manager Gary Hefner explains that the store plans similar photo promotions for Halloween and Christmas.



A mother and her two children were among those taking advantage of a free Easter Bunny photo promotion.

An egg with long black hair and a muffin for a hat? Yes, this was the winning entry in an Easter egg coloring contest at store 3255 Anaheim, Calif.

Eight creative entries were submitted in the contest. In judging held Friday, April 17, Clerk Joy Snelling won first place in the contest for her muffin topped egg.

Supervisor Blanca Solis came in second and Clerks Rayna Beyler and Daniel Grillone tied for third place.

"This was the first time we did something like this, and I think overall it went over pretty well," General Manager Keith Williams said.

Each of the winners received a prize from the store.



A colorful poster encouraged people at 3255 Anaheim to enter their store's egg coloring contest.