

People



A Publication for American Drug Stores People

Welcome

Welcome to the new *People* magazine. We have made some changes, some of which are very obvious, some which may not be. Perhaps the most obvious change is the size of this magazine. We have decided to go with a more traditional 8 1/2 x 11 format.

Another big change coming next month will be that we will begin publishing twice a month. The first issue each month will contain the new "People on the Move" section, which lists our new general managers and other promotions. Other store news, such as grand openings, and feature articles also will be included in the first issue each month.

The second issue each month will largely consist of the "People on the Move" section, as well as our anniversaries.

One of the main goals of publishing *People* twice monthly is to make the news in it more timely. No one likes to read about events that have occurred three months ago. Here's where you can help us meet this goal:

1. Be sure to send us your submissions as soon as possible after the event has taken place.

2. Be sure to include your name and work location, any photographs as well as the names and titles of the people in any photo(s). Please do not

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We've Got It All!

A.D.S. people gather at regional Management, Merchandising Meetings



Coverage of the regional meetings begins on page 6

People on the Move

Chris Smith is the new general manager at 776 Indianapolis, Ind. Chris started as a clerk at 413 Normal, Ill. He served as a management trainee at 407 Bloomington, Ill. Chris was assistant manager at 424 Normal, Ill., and 506 and 917 in Lincoln, Neb. He later was assistant general manager at 917 Lincoln, Neb. before serving as service manager at 506 Lincoln, Neb. Chris most recently was assistant general manager at 873 Bloomington, Ind.



John LaRosa is the new general manager at 3004 Corona. John began as a clerk at 3135 Bell. He served as assistant manager at 3301 South Gate, where he also later was assistant general manager. John also was assistant general manager at 3045 Downey, 3031 Compton, 3299 Manhattan Beach, 3004 Corona and most recently 3307 Lake Elsinore. All locations in California.



Dan Marrs is the new general manager at 997 Dover. Dan started his career as a management trainee at 979 Plaistow. He was assistant manager at 976 Concord, where he also later was assistant general manager. Dan most recently was assistant general manager at 967 Manchester. All locations in New Hampshire.



Roger Horn is the new general manager at 424 Normal, Ill. Roger started as a management trainee at 881 Clinton, Iowa. He was assistant manager at 803 Ottumwa, Iowa and 466 Battle Creek, Mich. Roger served as assistant general manager at 403 Lafayette, Ind., 880 West Lafayette, Ind. and most recently 867 Waterloo, Iowa.



Valerie Ferryman has been named regional managed healthcare specialist for the states of Indiana, Michigan and Kentucky at 768 Indianapolis, Ind. Valerie started her career as a service manager with Turn*Style in Indianapolis. She served as assistant manager at 766 Indianapolis. She most recently was advertising and promotional manager for District 3 of the Central region at 768 Indianapolis. All locations in Indiana.



Jim Young has accepted the position of director of merchandising at 1818 Oak Brook. Jim has held several store management positions and began as a part-time clerk at 651 Chicago, Ill. He eventually served as general manager at several Chicago region stores, including 663 Chicago, 672 Skokie, Ill. and 799 Highland Park, Ill. Jim then was hardware buyer at 3030 Franklin Park. He also has served as district manager for the Chicago region and then later in the Central region. Jim most recently served as group merchandise manager at 1818.



Rhonda Wilson is a new management recruiter at 1818 Oak Brook. Rhonda started as a management intern at 181 Homewood. She was a management trainee at 16 Chicago and later served as assistant manager at 119 Blue Island. Rhonda most recently was assistant general manager at 119. All locations in Illinois.



Sue Oakes has been named manager of expense payable at 3030 Franklin Park. Sue started as an administrative assistant for the Central region at 1818 Oak Brook. She also has served as payroll supervisor at



3030. Sue most recently was assistant manager of accounts payable at 3030. All locations in Illinois.

Nick Dalitto has accepted the position of manager of accounts payable (receivables, correspondence) at 3030 Franklin Park. Nick started as an accounting clerk in the internal auditing department at 3030. He served as collections specialist in advertising accounting at 3030 and later was collections supervisor. Nick most recently served as assistant manager of advertising accounting at 3030. All locations in Illinois.



Doug McIlvaine is a new management recruiter at 1818 Oak Brook. Doug began as a management trainee at 2174 Kansas City, Mo. He has served as assistant manager at 2168 and 2175, both in Kansas City, and most recently at 2186 Overland Park, Kan.



Bill Hoscheit is a new associate programmer at the Oak Brook Data Center. Bill most recently served as a personal computer specialist at 1818 Oak Brook. Both locations in Illinois.



Mark Skaar has been named operations manager for RxAmerica in Salt Lake City, Utah. Mark began as a staff pharmacist at 3067 Newport Beach, Calif. He was pharmacy manager at 3253 San Clemente, Calif. Mark also has served as pharmacy manager and pharmacy market manager at 3261 Tustin, Calif. and most recently was pharmacy special projects manager at 1500 Anaheim.



People on the Move

Karen Godoy will serve as claims administrative specialist in the legal department at 1500 Anaheim. Karen started as a research clerk in accounts payable at 1500. She was a claims technician in the legal department at 1500, where she later was a secretary. Karen most recently was an administrative assistant in the legal department at 1500. All locations in California.



Larry Nappi will serve as regional managed healthcare specialist for the Southern region at 1200 Richardson. Larry started as a staff pharmacist at 2227 Littleton, Colo. He later was pharmacy manager at 2071 Littleton. Larry most recently held the positions of pharmacy manager at 2110 Denver, Colo. and district third party specialist for Colorado.



Tim Ogurek has been named regional managed healthcare specialist for the Chicago region at 1818 Oak Brook. Tim started as a undistributed pharmacist for the Chicago re-



gion. He later was a staff pharmacist at 230 McHenry, where he most recently served as head pharmacist. All locations in Illinois.

Stan Carlson has accepted the position of director of merchandising at 1818 Oak Brook. Stan began as a management trainee with Jewel Foods in the Chicagoland area. He also has served as buyer for several categories including seasonal at 1818. Stan later was advertising manager at 1818 before serving as regional market manager for the Chicago region at 1818. Stan most recently was group merchandise manager at 1818.



Gary Rada has been named director of merchandising at 1818 Oak Brook. Gary has held various store management positions and began as a clerk at 129 Hickory Hills, Ill. He eventually served as general manager at several stores in the Chicago region. Gary then was a buyer for several categories, including hardware, automotive and cards at 1818. He returned to the stores as district manager for District 3 of the Eastern region. Gary re-



turned to 1818 as the over-the-counter buyer. He most recently served as group merchandise manager at 1818.

Ray Seranko has accepted the position of director, real property management and lease administration for American Stores Properties, Inc. (ASPI) at 1818 Oak Brook. Ray started as a part-time clerk with Jewel Foods in Chicago. He would later serve as personnel manager and employee benefits manager for Jewel. Ray then joined Turn*Style, where he was a store manager in Skokie and service coordinator at 3030 Franklin Park. He later was real estate manager for Turn*Style. Ray most recently served as manager, real property and lease administration for ASPI at 1818. All locations in Illinois.



Welcome

(Continued from front cover)

write the names on the back of the photo, as the impression made will be visible in the photo. Instead, write the names and titles on a separate piece of paper and include it with the submission.

While many elements of *People* have changed, our commitment to bringing you informative articles about our company remains the same. We look forward to serving the people of American Drug Stores in the coming months.

Grand Opening



The store crew at 3028 Murrieta, Calif. celebrated their grand opening June 12. Among those celebrating were (shown above from left) Clerks Patrice Sisson, Sherri Fink, Holly Nagy, Trina Nuez, Susan Molina, Katie Reynoso, Rick Muzio, Pharmacy Manager Kenton Crowley, Regional Vice President John Terry, AGM Brian Benson, GM Bob Garrison, DM Maury Freidson, Customer Service Manager Cindy Trembath, and Clerks Daryl Huff, Tracey Ford, Linda Morris, Joy Houser, Desmon Johnson, Linda Titford and Karen Fishel.

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Benefits

We are pleased to announce that on March 31, 1991, American Stores Company made its annual contribution to ASRE to be shared by all ASRE members. The money for the Company Contribution came from the company profits for 1990. The Company Contribution plus forfeitures totalled

\$81,275,214

THANK YOU!

...to all American Drug Stores people, whose dedication and efforts produced the profits that allowed this year's profit sharing contribution to be the largest ever.

Benefits

We are pleased to announce that on March 31, 1991, American Stores Company allocated 25 percent of the company ASRE contribution to be shared only by ASRE members who made personal deposits in 1990. The amount distributed through the Company Match was 41 cents for each \$1 of personal deposits a member made (up to the first 6 percent of personal deposits) and totalled

\$20,318,804

Unfortunately, the amount of money distributed to people who did not make personal deposits in 1990 was

\$0

Goals, direction discussed at regional meetings

What attracted managers from across the country in a spirit of teamwork to propel American Drug Stores to dazzling new levels of customer service and sales?

Well, yes, it was our recent regional management merchandising meetings. Approximately 1,500 store and support facility people from all of our operating regions attended a total of three regional meetings.

Managers from the Eastern, Central, Chicago and Southern regions attended the first meeting in Nashville, Tenn. The second meeting was held in Anaheim, Calif. and was for managers from the Los Angeles and Southwest regions. Out-of-store managers and other support facility people attended the third meeting held in Lake Geneva, Wis.

In addition to hearing our senior management discuss where we stand, our future direction, as well as our 1991 company goals, the meetings provided an opportunity for our managers to build upon the working relationships and camaraderie that already exists among them.

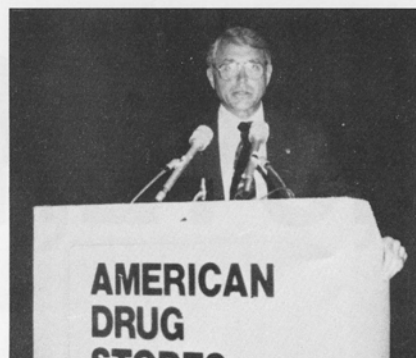
One of the key points presented at each meeting was our five "fanatical" goals:

1. Drive customer service to a superior level based on our attitude.
2. Merchandise and operate our stores with the objective of maximizing real sales growth in our core categories.
3. Provide premier service to build our professional pharmacy business as the leader in the entire industry.
4. Recruit, train, enfranchise and retain our people and have fun in the process.
5. Willingly share our drug resources with our American Stores Company food partners for the benefit of all.

A.D.S. Chairman, President and Chief Executive Officer Dave Maher began each meeting by welcoming everyone and thanking them for their determined efforts. "We are better than ever and the future will be even

better still," Dave said.

In commenting our 1990 sales, Dave remarked, "All I can say is that last year's financial results were outstanding and far above expectations." He



Dave Maher discusses our 1991 goals and future direction as a company at one of the recent regional meetings.

outlined our 1991 sales budget, explaining that this figure includes approximately a half year's sales from the drug side of the current Skaggs Alpha Beta stores in our new Southern region.

An era of change

Throughout his presentation, Dave stressed the fact that we live in a changing culture and that our company needs to recognize changes, as well as new competitors. "We need to think about what changes may occur and plan ahead to meet those changes," he explained. "To be successful in the 90s, we need to be able to lead and accommodate change."

While discussing the era of change we live in, Dave introduced what he termed the "Five F's" and explained them as:

Focus—"Our company needs to determine a clear direction to succeed."

Flexibility—"We must anticipate change and not stand still in the competitive environment we are operating in."

Fast—"We must be positioned to move, to make decisions and act upon them quickly. People are empowered to make decisions."

Friendly—"We need to listen to both our people and our customers, as well as to work with our vendors for the

betterment of both.

Fun—"If this business ceases to be fun, we will not be able to attract new talent. We must be concerned about our people. It's okay to have fun at our jobs."

Dave concluded by saying, "As I look to the future, I see us filled with pride and I am proud to be the president of American Drug Stores."

Driving customer service

The importance of obtaining our number one goal--great customer service--was stressed at each meeting. The reasons why great customer service is so important to our company were discussed by Sav-on Chief Operating Officer and Executive Vice President Dick Davis at the Anaheim meeting, and by Osco Chief Operating Officer and Executive Vice President Steve Mannschreck at the Nashville meeting. Vice President of Information Systems John Dyer discussed customer service with our support facility people at the Lake Geneva meeting.

Both Steve and Dick explained how providing great customer service is truly a matter of survival, given the vast amount of competitors we face. An example of the new competition we face are food chains entering into and expanding their pharmacy business.

They discussed market research that found that only 10 percent of drug store customers are strictly influenced by price. Instead, customers said they appreciate such things as short wait times at check out lines.

This type of consumer feedback helps reinforce the fact that customer service will be the deciding factor that helps us differentiate ourselves from our competition.

"We need to continue to excel and we need people who really care about customers," Steve said. "And the aging of America mandates that we continue to treat senior citizens with the same amount of respect and care as our other customers."

Among the steps outlined by Steve and Dick that will help us meet our first

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Goals, direction discussed at regional meetings

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goal is the addition of regional service managers, as well as reviewing our operating policies and procedures to see if any need "customer service" revisions. "We also will continue to review customer service response cards and conduct consumer surveys," Dick explained.

Dick reminded the managers that, "Your employees will treat your customers as you treat your employees." Steve also added, "We are continuing to grow--let's dazzle the customers and we can continue to grow."

John shared a similar message about customer service with the out-of-store managers at the Lake Geneva meeting. He also stressed that support facility people should continue to view the stores and other departments as their customers and to treat them accordingly.



Driving core category sales

Discussing goal two--drive profitable sales in core categories--was Executive Vice President of Marketing Arlyn White.

Arlyn explained that while many people may take core categories for granted, they represent "the life blood of our future." Seven of our top 10 gross margin categories are the same core categories that customers have told us they expect to find in a drug-store, he said.

In echoing earlier comments about the importance of customer service, Arlyn stated, "Many of our competitors carry the same core categories that we do, so we are going to have to do a better job at delivering service to establish us as a leader."

According to Arlyn, 65 percent of our total 1990 sales came from our core categories, with pharmacy representing 25 percent of that figure.

"There is nothing stopping us from achieving a 10 percent sales growth in our core categories in 1991," he said. "We have the finest facilities in the market place, along with the finest plan-o-grams and in-store teams. They, working with our marketing team, should be able to

achieve the 10 percent sales growth in core categories we have targeted."

Arlyn added that he encouraged local emphasis on core categories to satisfy unique consumer requirements, such as in ethnic markets.

A new era of pharmacy

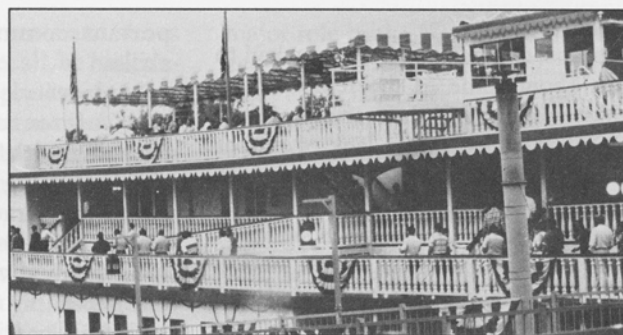
"Pharmacy is beginning a new era of focus, effort and success," said Don Hoscheit, senior vice president, pharmacy operations.

Don explained that pharmacy has been viewed in many different ways over the years, as our company has experimented with the size and appearance of our pharmacies. He mentioned that in 1974, our company filled approximately 743 prescriptions weekly, which generated about \$150,000 in sales per store.

As an example of how pharmacy sales have climbed since then, Don cited results from periods one and two for 1991 which indicate that each store averaged approximately 1,400 prescriptions weekly, generating approximately \$1.75 million in sales.

The main factor behind this dramatic rise in prescriptions has been the servicing of various third party plans throughout the country. According to Don, 1991 estimates indicate that we will process more than 22 million third party prescriptions, generating more than \$500 million in sales.

He explained that we have been able to take advantage of this dramatic rise in third party plan utilization because of various marketing and advertising programs that highlight the qualities of



One of the highlights of the Nashville meeting was a cruise aboard the General Jackson steamboat. Managers enjoyed entertainment while traveling the waters of the Cumberland River.

our third party program.

Also helping was the addition of third party sales representatives to our company. These sales representatives have allowed us to respond to the increased third party business across the country, with many of the new account leads coming from pharmacists and pharmacy managers, Don explained.

"Regardless of our efforts, the focus must still end with the customer," Don said. "The sense of cooperation between the general manager and the pharmacy manager will be very important for future pharmacy business. The future of pharmacy really rests with you and I thank you for your efforts."

Having fun recruiting, training and enfranchising

Discussing our fourth goal-to recruit, train, enfranchise and retain people, and have fun in the process--was Pat Johnston, vice president of human resources.

One of the key points Pat discussed was the importance of retaining our people, especially in light of the changing work force available. Videotaped interviews with people who have decided to leave our company where shown, and the reasons they gave for leaving were discussed. "We need to understand that the needs people have today are different than the ones they will have tomorrow," Pat explained.

Also shown were videotaped interviews with people currently working

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Goals, direction discussed at regional meetings

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for our company who were asked to talk about some of the reasons they enjoy their jobs. In the area of training, our people said that a lack of proper training causes frustration and leads to poor customer service. "We were also told that training creates a sense of confidence," Pat said.

Enfranchisement means giving people the authority and responsibility to perform a job, our people said during the taped interviews.

Under verbal communications, our people stressed that it was important to listen to the people actually performing the activity, since they often have the best ideas. Creating a team spirit and providing recognition for a job well done also were mentioned as being im-

portant communications skills.

Pat made it clear that in the area of recruiting, our changing work force and society is forcing us to re-examine our traditional recruiting methods. "We must be creative in our future recruiting approaches, including possible appeals to senior citizens and disabled people," Pat explained. "It should be remembered that excited people attract excited people."

Sharing our resources

Steve and Dick provided some insight into our final goal-sharing our drug resources with our American Stores Company food partners.



One of the highlights of the Anaheim meeting was a dinner party next to the Spruce Goose airplane.

Both acknowledged the efforts of the food partners we work with across the country and stressed the importance of teamwork. "The key is to work together at store level...to work as a team," they said.

Annual excellence awards presented at meetings

Excellence award presentations

One of the highlights of the regional meetings was the presentation of the annual Excellence Awards. For the 10th consecutive year, various people within our company were selected to receive this special award because of their significant contributions to our company.

"Excellence Award winners are people who have an established record of consistency for excellence in performance throughout their careers," explained A.D.S. Chairman Dave Maher. "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."

The following are excerpts from Dave's Excellence Award presentations. We congratulate each winner.

"Jerry LaPointe, Eastern region pharmacy manager, has two outstanding characteristics. The first was his ability to recognize 20 years ago that customer service is the driving



force behind our business. The second is his ability to reward people at all levels for their accomplishments, praise them and keep long term employees motivated. He increased sales in his home store by 9.3 percent and the prescription volume by 6.3 percent over the prior year. He accomplished this by volunteering for extended hours and supporting his pharmacy team. His home store has earned the company \$5 million in store level earnings over the past eight years.

"Reg Bogusch, Chicago region operations manager,

is another of those loyal, dedicated individuals who make up the core of any successful business. He has always excelled in a variety of assignments including pharmacy operations assistant, training specialist, director of recruiting and regional personnel manager, to name a few. Reg has consistently demonstrated his leadership skills and shown his willingness to help individuals and groups throughout our company. One example of this is the man-



agement communications course he has taught for more than 10 years. He has been a major contributor to the human resources group for many years.

"Career variety and consistent success are the hallmark of **Kevin Tripp, director of pharmacy marketing,** who began his career as a trainee in our former Northwest region. He progressed rapidly through the management ranks becoming an Osco store manager some five years later. Subsequently, he gained management experience with one of our American Stores Company food partners. In his current assignment, he has inspired those with whom he works to help create a vision and direction for our pharmacy marketing area, which I know will help us make our goal of driving pharmacy sales a reality. He has a high degree of energy and continuously looks for challenging and interesting opportunities which will help move our total business forward.



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Annual excellence awards presented at meetings

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"Denny Hank, market manager in the Quad Cities, is an individual who has been a leader in the Central region for almost 25 years. His background includes both Osco and Turn*Style experience. He has used that experience well over the years and has been extremely consistent producing excellent results and developing excellent people in every assignment he has held. In 1990, this recipient's market had a particularly good year, beating his sales budget in his market by 4.3 percent and his store level earnings budget by 7.6 percent. This market has the distinction of having the highest store level earnings as a percent of sales at 9.2 percent of any market in the Central region.



"Brent Keil, Eastern region merchandise manager, is an extremely dedicated and committed manager and has earned the respect of all who have worked with him. This dedication to the company has helped move the Eastern region forward in increasing like store sales in excess of 7 percent over the last three years and also helped in dramatically increasing store level earnings. Having managed some of our larger stores in the business, he has earned a reputation for buying in pallets versus grosses. As a leader and senior member of the Chain Wide Ad Committee, he has been instrumental in evolving our ad package. He never stops until the job is done.



"From the earliest days of the Chicago region, through years of very fast and difficult growth, to its emergence as a top operating division, **Tony Livolsi,** Chicago region market manager, was



there. In more assignments and stores that he can probably recall, he has contributed in an ever improving fashion. When his name is mentioned, what comes to mind and best describes him is the word 'merchant.' His instincts for product procurement, merchandising and display are what have truly distinguished him over the years. As he has in so many years in the past, in 1990 he beat his sales budget by 12.2 percent and his store level earnings by 29.5 percent and this was in the face of a continued increase in competition.

"The year 1990 was a particularly challenging year for **Larry Anderson,** assistant general counsel, because the small department in which he works was significantly impacted by management changes and restructuring. Despite all the turmoil, he made a total commitment of his time and effort to assure that key service and support to the business never diminished. For a while, he kept the essential parts of three different jobs in motion while waiting for the cavalry to come to the rescue. Not only did he keep all of the balls in the air, but he provided a quality of work that can only be described as excellent.

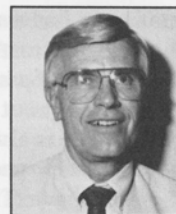


"Upon joining Osco as a staff pharmacist immediately after graduation, **Jerry Hildebrandt,** regional pharmacy manager for the Chicago region, was assigned to a Chicagoland pharmacy. His success in that position was such that he led his pharmacy to the highest volume in Osco at that time. He joined the pharmacy department central support staff in the mid-70s and since that time, has played a key role in helping us achieve several pharmacy milestones. He was a key player in establishing operational support and direction for our 24-hour pharmacies in the Chicagoland area, and also played a



major role in the Michael Reese project, which added significant third party sales to the business.

"Russ Coon, regional pharmacy manager for the Los Angeles region, is a 27 year employee who has a long and consistent record of outstanding performance. His dedicated service to Sav-on has been balanced with a solid family life and community commitment. He has shown that he is not afraid to make the tough or unpopular decisions. He communicates well with his people and represents their interests. A Sav-on pharmacy pioneer, he played a key part in defining the role of a pharmacy manager in the early 70s. Later, he became the first regional pharmacy manager for Sav-on. His efforts and contributions in this field have helped establish Sav-on as the premier retail pharmacy operation in Southern California.



"Dave Van Oort, general manager at 3415 Orange, Calif., started with the business in the mid-70s as a receiving clerk. Over the years as an assistant manager and later as general manager, he demonstrated an unique ability for organization and detail. During his tenure as general manager of the Anaheim Hills store, his interest in detail and follow through earned his store the first 'test' of scanning in the state of California. In subsequent months his store maintained a patched-together scan system while the company finalized its plans for the expansion of scanning in California. Once the plans were completed, his excellent knowledge of the scan system and his successes in pioneering and establishing scanning in his own store resulted in his being named scan project manager for the Los Angeles region.



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Annual excellence awards presented at meetings

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'Patty Nelson, Los Angeles region human resource manager, has earned the respect, trust and confidence of associates throughout the region. She is always willing to help people with any concern they may have. This award winner also was instrumental in selecting a new approach for capturing targeted job tax credits resulting in a several \$100,000 improvement in targeted job tax credit funds collected. She has provided leadership in corporate and region training committees, sharing many ideas and recommendations that have impacted the business.

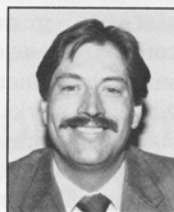


'During his high school days, Bob Cushman, Southwest region market manager, was employed at a local pharmacy and did everything from being a soda clerk to stocking shelves. After



high school, he went to the University of Missouri, where he received his degree in pharmacy. His first job after graduation was with Katz Drug as a pharmacist. Bob eventually managed several Kansas City stores before relocating to Denver during the mid-70s. In 1990, he went through a major remodel where a complete mall was built up around him. Despite the closure of his parking lot and receiving dock, he achieved outstanding results and finished the year six points over his sales budget, 24.5 percent over his net income before bonus budget and 29.5 percent over his store level earnings budget.

'Jim Fraser, sales promotion manager, has consistently demonstrated over the years a unique ability to move the business forward. After joining our business in 1979 he quickly moved through a variety of store assignments. In 1981, he was asked to take a pass-through assignment as a



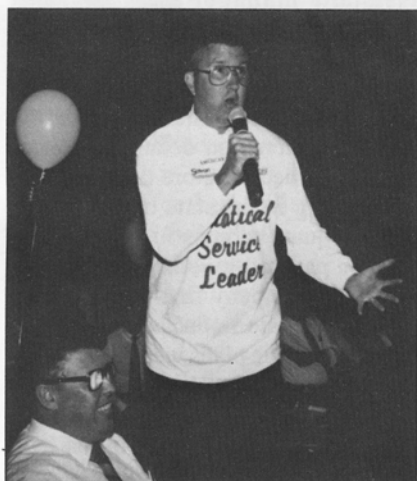
training specialist. Upon completion of that assignment, he moved back into operations where he later distinguished himself as a top manager of different stores in the Chicagoland area. Jim has dramatically impacted the way we work our weekly ad process in a continuing effort to streamline the work loads and be responsible to store needs. He also has developed our direct mail package into one of the strongest in the industry."

Customer service rallies

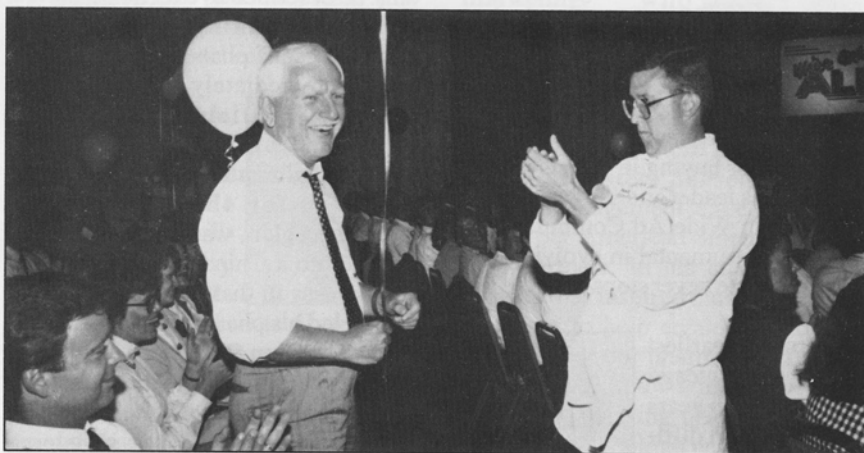
Frenzied crowds of managers reeling off countless ways to improve customer service was the norm at the customer service rallies held during the meetings.

Led by Customer Service Manager Peter Bartholomew and Director of Service Operations and Business Support Terry Maloy, the spontaneous rallies featured Peter walking through the audience seeking input on how we can achieve our first fanatical goal. Audience members providing a customer service suggestion were rewarded with a round of applause and a special t-shirt. (see photos below)

Let's be fanatical about customer service!



Peter Bartholomew makes a point during the customer service rally at the Lake Geneva regional meeting.



Ed Blazek from 3030 Franklin Park (left) receives a round of applause and a t-shirt from Peter Bartholomew for his customer service suggestion at the Lake Geneva meeting.

In Memorial: Bob Rankin

It is with great sorrow that we announce the passing of Bob Rankin, district manager, District 5, Los Angeles region.

Bob had served our company in many positions for more than 23 years and started as a clerk in the Central region. He held his most recent position of district manager since February of 1987. Throughout his career with us, Bob earned the respect and admiration of the many people he worked with. Hundreds of people whose lives Bob had touched recently attended memorial services in Anaheim, Calif. and Terre Haute, Ind.

"Bob came to the Sav-on organization a little more than four years ago and during that time he has made many friends and has had a tremendous im-



Bob Rankin

pact on our company," said Los Angeles Region Vice President John Terry. "His dedication and hard work have always resulted in great results in the stores in his district.

"His most important achievement, however, is the tremendous impact he had upon his people. Bob truly was the store manager's district manager. He always fought hard to represent his people and their point of view."

John added, "Bob truly was the man who won every goal he set out to win. We all will miss him dearly."

Also speaking at the services was Vice President of Advertising Neil Stacey. In commenting on Bob's sense of humor, Neil said, "Bob was the first one to find humor in any situation. His high energy level and enthusiasm often reminded us of a little boy."

Neil also mentioned that Bob was very dedicated to his family and parents. "Bob had pictures of his kids

everywhere, both at home and in his office. And he would talk to his parents every week. One of his favorite experiences was taking his father to many St. Louis Cardinal baseball games.

Neil added that "As a business person, Bob never said anything negative about anyone and he was very proud of his accomplishments, as well as his manager's accomplishments."

Bob is survived by his wife, Belinda, and their daughters, Rachelle and Ronda.

A scholarship fund has been established for Rachelle and Ronda. Checks should be made payable to the Scholarship Fund for the Children of Bob Rankin and may be sent to:

Ms. Linda Crawford
Bank of America
Customer Service America #5693
P.O. Box 27128
Concord, Calif. 94520

Health care plan reminder

The Benefits Administration Department reminds us that a college graduate under age 26 who is listed as a dependent under your family health care coverage will no longer be eligible for coverage since he/she will cease to be a full-time student.

A child or young adult may qualify for continuation coverage through American Drug Stores or direct pay conversion privileges through Blue Cross Blue Shield.

If your child is no longer qualified to be covered under your health care plan, and you are interested in continuation coverage, you or your child must write to the Benefits Administration Department within 60 days after the last day of class attended. Write to:

American Drug Stores
3030 Cullerton Drive
Franklin Park, Ill. 60131
Attention: Benefits Administration Department.

If your new graduate is eligible, you will receive the appropriate information and enrollment material.

'Tornado shower' assists storm victim

When a tornado struck the Wichita, Kan. area April 26, it killed 14 people and left hundreds homeless.

Included in the countless homes that were destroyed by the tornado was the trailer home of Ruth Wohrley, a cosmetician at 2133 Wichita.

Ruth was on vacation in Colorado when the storm struck. Thus, when she returned to her home in the Wichita suburb of Andover, Kan., she found that all of her possessions had been claimed by the storm.

People from stores 2133 and 2135 Wichita heard of Ruth's misfortune and decided to establish a relief fund at the two stores.

Over the course of about three weeks, approximately \$300 was collected from employees, as well as customers.

The money was presented to Ruth at a May 19 "Tornado Shower."

In addition to the money collected at the stores, the people from 2133 and



Attending the "Tornado Shower" were (standing from left) Susan Burns, Tammy O'Gilvie, Cheryl Hadley, Don Atkinson, (store 2147) Gi Gi Barrett, Dalene Tiger and Dana Bauer. Also present were (seated from left) Cindy Goertz, Ruth Wohrley and Dee Means.

2135 presented Ruth with a wide assortment of household goods. A kitchen clock, frying pans, cookware, sheets, glasses and kitchen utensils were among the items Ruth received.

Ruth is currently recovering from a broken wrist and is still living in Andover.

July Anniversaries



Ray Seranko
Oak Brook, Ill.
7/10/51



Kenneth Hopp
910 Fargo, N.D.
7/5/66



Royanne Neff
913 Bismarck, N.D.
7/5/66



Jerry Rivinius
434 Freeport, Ill.
7/5/66



Carol Ferguson
3093 Arcadia, Calif.
7/20/66



Virginia Sutphin
2044 Great Falls, Mont.
7/23/66



Mary Espinoza
2050 Denver, Colo.
7/13/71



Michael Woodard
3015 Norwalk, Calif.
7/15/71



Gary Rada
Oak Brook, Ill.
7/16/71



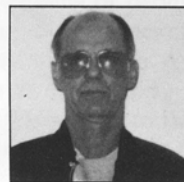
Kathleen Dowell
Anaheim, Calif.
7/19/71



Jenina Johnson
3045 Downey, Calif.
7/21/71



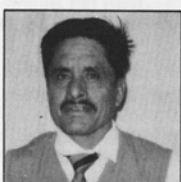
Richard Johnston
3133 Thousand Oaks, Calif.
7/28/71



Claude Bagwell
Elk Grove, Ill.
7/29/71



Kreg Johnson
2156 St. Joseph, Mo.
7/6/76



Gonzalo Ruiz
3053 Torrance, Calif.
7/7/76



Joanne Poder
196 Westchester, Ill.
7/8/76



Barrington Ross
3205 Poway, Calif.
7/9/76



Jane Liska
Oak Brook, Ill.
7/12/76



Pat Mann
2174 Kansas City, Mo.
7/15/76



Evelyn Faleo
848 Rockford, Ill.
7/17/76



Margaret Fox
Burbank, Calif.
7/21/76



Roberta Sanchez
3269 Montebello, Calif.
7/22/76



Anne Psomos
998 Hyannis, Mass.
7/22/76



Donna Kehoe
837 Waterloo, Iowa
7/24/76



Ray Dodge
Oak Brook, Ill.
7/26/76



Mildred McPherson
3255 Anaheim, Calif.
7/26/76



Barbara French
2043 Billings, Mont.
7/31/76

Also celebrating, photo not available

Daniel Serowiecki, Elk Grove, Ill., 7/3/61
Anna Wheeler, 3039 Garden Grove, Calif., 7/26/61
Virginia Williams, 2215 Las Vegas, Nev., 7/8/66
John Gromm, 696 Hoffman Estates, Ill., 7/18/66
James Jephson, 2042 Billings, Mont., 7/20/66
Richard Claude, 2313 Tucson, Ariz., 7/7/71
Marilyn Keith, 467 Kalamazoo, Mich., 7/14/71

Vivian Esau, 3129 Torrance, Calif., 7/15/71
Donald Perkins, 3315 San Diego, Calif., 7/19/71
Catherine Gunneson-Dyer, 774 Indianapolis, Ind., 7/19/71
Jeanne Mudie, 890 Kalamazoo, Mich., 7/19/71
Tommie Wong, 3395 Compton, Calif., 7/23/71
Wayne Rowell, 3171 Santa Anna, Calif., 7/26/71
Maria Protugal, 3017 Norwalk, Calif., 7/27/71

July Anniversaries

Also celebrating, photo not available

Beverly Nyberg, 2044 Great Falls, Mont., 7/30/71
 Peter Pappas, 975 Chelsea, Mass., 7/4/76
 Carole Wiater, 617 Naperville, Ill., 7/6/76
 Theresa Bartoschek, 2045 Missoula, Mont., 7/6/76
 Jon Brooks, Oak Brook, Ill., 7/12/76
 Wilma Aiello, 2306 Phoenix, Ariz., 7/15/76

Earnestine Maaske, Burbank, Calif., 7/19/76
 Daniel Aslanian, 3011 Inglewood, Calif., 7/20/76
 Marble Valvo, 3195 Burbank, Calif., 7/20/76
 Cynthia Prescher, 2214 Omaha, Neb., 7/23/76
 Sharon Cartwright, Oak Brook, Ill., 7/26/76
 Leila Schuenight, 2157 Topeka, Kan., 7/29/76

10 Year-1981

7-1 - Carol Supinski, 3149 Camarillo, Calif.
 7-1 - Sandy Stark, 3261 Tustin, Calif.
 7-2 - Daniel Hildebrandt, 2306 Phoenix, Ariz.
 7-2 - Wasif Moolji, 614 Chicago, Ill.
 7-6 - Pamela Nimmo, 3017 Lakewood, Calif.
 7-6 - Margaret Varela, 3121 Arcadia, Calif.
 7-6 - Eleanor Noell, 2041 Reno, Nev.
 7-6 - Sheila Dcamp, 665 Barrington, Ill.
 7-6 - Eulalia Moldon, 184 Chicago, Ill.
 7-6 - Barry Cross, 119 Blue Island, Ill.
 7-6 - Scott Schwenk, 2127 Omaha, Neb.
 7-6 - Dennis Moresco, 435 Beloit, Wisc.
 7-6 - Marlene Verderber, 905 Quincy, Mass.
 7-6 - Carol Sherdan, Oak Brook, Ill.
 7-6 - Martha Ross, Anaheim, Calif.
 7-7 - Karey Ortiz, 3065 San Diego, Calif.
 7-7 - Mildred Weber, 3039 Garden Grove, Calif.
 7-7 - Robert Coady, 876 Springfield, Ill.
 7-9 - Wayne Rather, 3051 Santa Ana, Calif.
 7-9 - Joyce Miller, 973 Chelsea, Mass.
 7-10 - Douglas Mosse, 3085 Los Angeles, Calif.
 7-10 - Gerald Montag, 768 Indianapolis, Ind.
 7-13 - Robert Young, 3141 Covina, Calif.
 7-13 - Jon Peek, 3225 Anaheim, Calif.
 7-13 - Francine Mounier, 3091 Huntington Beach, Calif.

7-13 - Wendy Arnold, Burbank, Calif.
 7-14 - Albert Grajeda, 3095 Oxnard, Calif.
 7-16 - Marleen Perry, 3307 Lake Elsinore, Calif.
 7-18 - John Blaszkow, Elk Grove, Ill.
 7-19 - David Janowicz, 671 Homewood, Ill.
 7-20 - Travis Williams, 3077 Los Angeles, Calif.
 7-20 - Larry Renaud, 3307 Lake Elsinore, Calif.
 7-20 - Tracy Maxwell, 3418 Seal Beach, Calif.
 7-20 - Daniel Holloman, 3231 Simi Valley, Calif.
 7-20 - Mary Andres, 181 Homewood, Ill.
 7-20 - Dan Anderson, 867 Waterloo, Iowa
 7-20 - Anthony Vasquez, Anaheim, Calif.
 7-21 - Gloria Garcia, Elk Grove, Ill.
 7-22 - Louise Freeman, 426 Loves Park, Ill.
 7-22 - Hidolina Harris, Elk Grove, Ill.
 7-23 - David Rice, 2005 Sparks, Nev.
 7-23 - Ronald Vlcek, Elk Grove, Ill.
 7-24 - Cynthia Sienkiewicz, 605 Palatine, Ill.
 7-27 - Louis Ydrogo, 3179 Long Beach, Calif.
 7-27 - Sheldon Ingram, 626 Chicago, Ill.
 7-27 - Carole Webster, 971 Saugus, Mass.
 7-27 - Donald Witt, 828 Muncie, Ind.
 7-28 - Joyce Okamoto, 3129 Torrance, Calif.
 7-29 - Jean Faidley, Elk Grove, Ill.
 7-31 - Karen Handy, 3187 Solana Beach, Calif.
 7-31 - Michael Turnbull, Oak Brook, Ill.

5 Year-1986

7-1 - Rafael Flores, 3267 Diamond Bar, Calif.
 7-1 - Goethe Castaneda, Elk Grove, Ill.
 7-1 - Rema Whitaker, 466 Battle Creek, Mich.
 7-2 - Marc Harvey, 3155 Hollywood, Calif.
 7-2 - Elizabeth Lewis, 29 Niles, Ill.
 7-3 - Anthony Jex, 3323 Los Angeles, Calif.
 7-3 - Mary-Alice Garcia, 3009 South Gate, Calif.
 7-3 - Ana Casas, 3396 Huntington Park, Calif.
 7-3 - Mary Yeager, 409 Moline, Ill.
 7-3 - Anthony Ell, 2184 Kansas City, Mo.
 7-4 - Dan Uneda, 3387 El Toro, Calif.
 7-4 - Chris Freed, 2308 Phoenix, Ariz.
 7-4 - William Bombard, 906 Waltham, Mass.
 7-5 - Delores Wright, 418 Little Rock, Ark.
 7-5 - Brett Anderson, 2043 Billings, Mont.
 7-5 - Joanne Sheehan, 959 Somerville, Mass.
 7-6 - Gregory Roberts, 2211 Tucson, Ariz.
 7-7 - Barbara Stavakis, Oak Brook, Ill.
 7-7 - Jaime Zaragoza, 3027 Los Angeles, Calif.
 7-7 - Christine Wycinowsk, 3416 Placentia, Calif.
 7-7 - Martha Beggins, 3317 Sunnymead, Calif.
 7-7 - Kelly Henggeler, 3061 Los Angeles, Calif.
 7-7 - Jane Peterson, 3305 Northridge, Calif.
 7-7 - Malcolm Janet, 3199 Mission Viejo, Calif.
 7-7 - Phuong Pham, 3051 Santa Ana, Calif.
 7-7 - Anne Klis, 42 Wauconda, Ill.
 7-7 - Carolyn Anderson, 45 Round Lake Beach, Ill.
 7-7 - Michael Clemente, 59 Buffalo Grove, Ill.
 7-7 - Carol Kelly, Anaheim, Calif.
 7-7 - Laura McCune, 18 Hickory Hills, Ill.
 7-7 - Kenneth Adams, 209 Orland Park, Ill.
 7-7 - Pamela Benson, 979 Plaistow, N.H.

7-7 - Robert Lombardo, 904 Medford, Mass.
 7-7 - Stuart Noyes, 980 Somerville, Mass.
 7-7 - Sandra McHale, Franklin Park, Ill.
 7-7 - Dawn Duray, Franklin Park, Ill.
 7-7 - Joyce Lee, Franklin Park, Ill.
 7-7 - Patricia Vineyard, Franklin Park, Ill.
 7-7 - Boris Farfan, Anaheim, Calif.
 7-8 - Christopher Hankins, 2035 Brigham City, Utah
 7-8 - Angel Ramos, 11 Chicago, Ill.
 7-8 - Kristie Meyer, 22 Glendale Heights, Ill.
 7-8 - Leslie Beaver, 616 Riverside, Ill.
 7-8 - Walkiris Fernandez-Raineri, 666 Countryside, Ill.
 7-8 - Sandra Brough, 470 Terre Haute, Ind.
 7-8 - Rochelle Galentine, 479 Mishawaka, Ind.
 7-9 - Rachel Vallalobos, 3239 El Monte, Calif.
 7-9 - Frank Sternisha, 34 Clarendon Hills, Ill.
 7-9 - Charlotte Murphy, 951 Dorchester, Mass.
 7-9 - Pamela Mandeville, 822 South Bend, Ind.
 7-9 - Tom Diamond, Franklin Park, Ill.
 7-9 - Alejandra Del Valle, Anaheim, Calif.
 7-11 - Lisa McDowell, 3097 Santa Maria, Calif.
 7-12 - Barbara Rexhepi, 3231 Simi Valley, Calif.
 7-12 - Neva Buford, 2049 Las Vegas, Nev.
 7-12 - Nicole Cohen, 992 Roslindale, Mass.
 7-13 - Cynthia Jordan, 978 Boston, Mass.
 7-14 - Sherri Moderow, 3193 Mar Vista, Calif.
 7-14 - Elvia Sanabria, 3317 Sunnymead, Calif.
 7-14 - Kelly Aulick, 3409 Cerritos, Calif.
 7-14 - Sherry Cross, 3399 Los Angeles, Calif.
 7-14 - Trina Johnson, 218 Evanston, Ill.
 7-14 - Ronald Thomas, 938 Bozeman, Mont.

July Anniversaries

5 Year-1986

7-14 - Paramjit Sagoo, 426 Loves Park, Ill.
 7-14 - Pamela Cravens, Franklin Park, Ill.
 7-14 - Patricia Reagan, Franklin Park, Ill.
 7-14 - Melvin Kelly, Elk Grove, Ill.
 7-14 - Nola Lemke, Elgin, Ill.
 7-14 - Marilyn Boland, Elgin, Ill.
 7-15 - Richard Hom, 3201 Burbank, Calif.
 7-15 - Theresa Heinen, Oak Brook, Ill.
 7-15 - Carol Thomas, 424 Normal, Ill.
 7-15 - Harold D'Entremont, Braintree, Mass.
 7-16 - Elizabeth Bradshaw, 3201 Burbank, Calif.
 7-16 - Anna O'Brien, 3201 Burbank, Calif.
 7-17 - Dina Smith, 606 Chicago, Ill.
 7-17 - April Sullins, 2165 Sedalia, Mo.
 7-18 - Cynthia Koehn, 434 Freeport, Ill.
 7-19 - Elliott Lee, 3201 Burbank, Calif.
 7-20 - Kirk Haygood, 16 Chicago, Ill.
 7-20 - Mary Riley, 445 Misawaka, Ind.
 7-20 - Thomas Middaugh, Elk Grove, Ill.
 7-21 - Scott Johnson, 3071 San Pedro, Calif.
 7-21 - Stephanie Edwards, 3173 Upland, Calif.
 7-21 - Renea Stephens, 3203 Los Angeles, Calif.
 7-21 - Jeannette Keith, 624 Chicago, Ill.
 7-21 - Julie Earle, 230 McHenry, Ill.
 7-21 - Carole Jones, 425 Rockford, Ill.
 7-21 - Michael Redman, 903 Lawrence, Mass.
 7-21 - Theresa Otterman, Oak Brook, Ill.
 7-21 - David Bowman, 899 Benton Harbor, Mich.
 7-22 - Myriam Palafox, 3293 West Covina, Calif.
 7-22 - Brian Peters, 2244 Scottsdale, Ariz.
 7-22 - Eduardo Santiago, 628 Chicago, Ill.
 7-22 - Aaron Webb, 423 Decatur, Ill.

7-22 - Diane Morrison, 471 Boubonnais, Ill.
 7-22 - David Fleming, 831 Rockford, Ill.
 7-23 - Kari Fuja, 19 Wheaton, Ill.
 7-23 - Gloria Weakley, 423 Decatur, Ill.
 7-23 - Linda Sokolewicz, 179 Dyer, Ind.
 7-24 - Debbie Provencio, 3207 Montebello, Calif.
 7-24 - Sharon Lesak, 10 Riverside, Ill.
 7-24 - Debbie Willaims, 2181 Kansas City, Kan.
 7-24 - Jennifer Fenton, 814 Burlington, Iowa
 7-25 - John Guy, 3367 Oceanside, Calif.
 7-25 - Dawn Martell, 901 Everett, Mass.
 7-26 - Donna Cox, 770 Indianapolis, Ind.
 7-26 - Uvenia Bey, 895 Elkhart, Ind.
 7-26 - Annette Metzger, 895 Elkhart, Ind.
 7-26 - Michele Poindexter, 895 Elkhart, Ind.
 7-26 - Peggy Rorie, 895 Elkhart, Ind.
 7-28 - Morteza Khalili, 3225 Anaheim, Calif.
 7-28 - Wilma Tarantine, 3121 Arcadia, Calif.
 7-28 - Joan O'Connor, 101 West Chicago, Ill.
 7-28 - David Perkins, 418 Little Rock, Ark.
 7-28 - Deborah Lachner, Oak Brook, Ill.
 7-29 - Travis McIntosh, 3153 Marina del Ray, Calif.
 7-29 - Kathryn Mackie, 2306 Phoenix, Ariz.
 7-29 - Rodonna De Keyser, 851 Stevens Point, Wisc.
 7-29 - Colleen Cullen, 972 Lowell, Mass.
 7-30 - Jan Shoup, 3147 Montrose, Calif.
 7-30 - Wendy Purgarich, 3097 Santa Maria, Calif.
 7-30 - Jeff Nurkiewicz, 631 Chicago, Ill.
 7-30 - Melissa Lagerstrom, Franklin Park, Ill.
 7-30 - Florence Berends, 899 Benton Harbor, Mich.
 7-31 - Jeri Lynne Beard, 2207 Carson City, Nev.
 7-31 - Teresa Betterton, 2189 Kansas City, Kan.

Correction: In the May issue's five year anniversary listing, the name of Carrie-Esther Bowlus was misspelled. We regret this error.

Health Watch

Learning to think positive

Think positive! You have probably heard that saying many times and perhaps often wished that you could.

Well, recent research may help you understand that "think positive" may not only be good advice, but also good medicine.

Recent medical studies have concluded that the brain, immune systems and hormone systems actually communicate and respond to each other's information.

According to Bruce McEwen, Ph.D. and head of the neuroendocrinology department at Rockefeller University in New York, emotional or physical

stress may signal the release of too much or too little of a hormone. This leads to an imbalance of the immune system.

Thus, McEwen has concluded that stressful situations can literally make you sick.

What's an over stressed person to do? Try developing a robust healthy personality.

Suzanne Ouellette Kobasa, Ph.D., conducted a study at the University of Chicago of managers involved in an important business deal. Half of the managers became ill, while half did not.

Kobasa's conclusion was that the healthy managers all had certain personality traits in common. They all felt committed to a well-rounded life, felt

in control over parts of their life, and felt positive toward change.

Here are some tips on how to develop a more robust (and hopefully less stressed) personality:

- ***Emphasize the positive**
- ***Practice relaxation**
- ***Help others when possible**
- ***Exercise regularly**
- ***Discuss problems with family and friends**
- ***Learn to laugh**
- ***Change the things you can change**
- ***Take action when you can**
- ***Focus on what you can do now**
- ***Look forward to the time when things will be easier.**