

General Manager FYI

May 29, 2022

No action needed

MOSCOW FOOD  
**CO+OP**

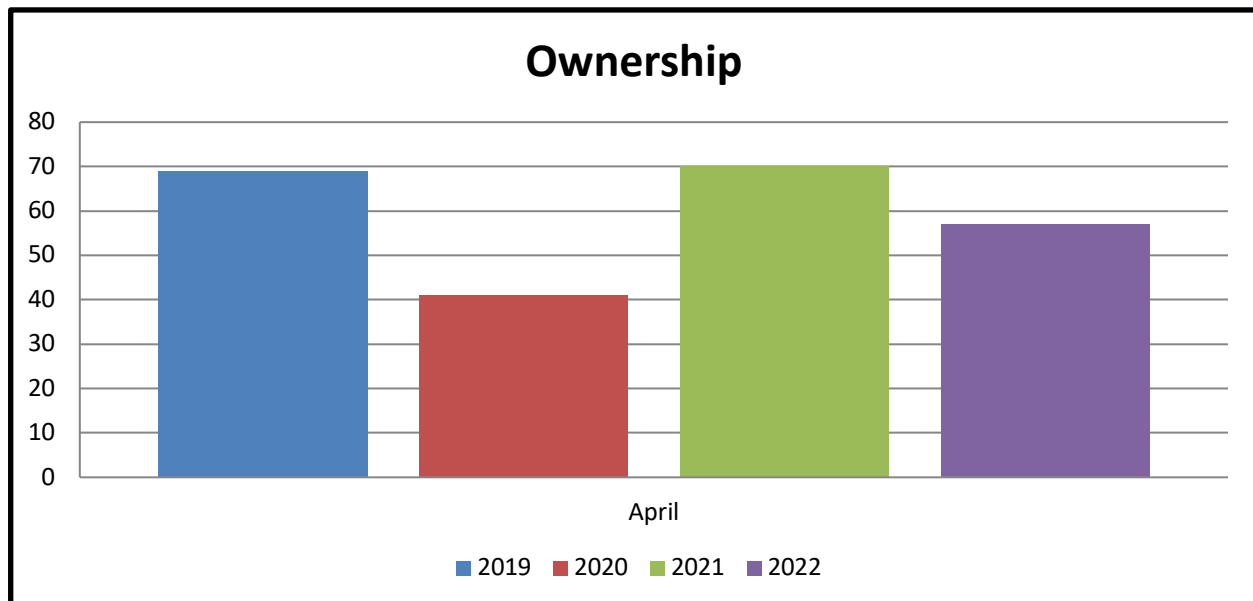


### OPERATIONS UPDATES

**SALES:** Department sales recap. The difference reported is between 2021 and 2022.

| April          | 2020         | 2021         | 2022         | Difference |
|----------------|--------------|--------------|--------------|------------|
| Total Sales    | \$790,121.32 | \$905,524.49 | \$979,252.01 | 8.1%       |
| Grocery        | \$389,155.26 | \$412,874.43 | \$437,388.73 | 5.9%       |
| Wellness       | \$97,029.23  | \$112,174.81 | \$117,033.13 | 4.3%       |
| Prepared Foods | \$63,578.42  | \$124,721.62 | \$159,083.89 | 27.6%      |
| Bakery         | \$40,753.74  | \$54,032.32  | \$50,807.75  | -6.0%      |
| Meat           | \$74,369.26  | \$76,346.03  | \$77,355.67  | 1.3%       |
| Produce        | \$125,589.67 | \$121,931.02 | \$130,586.90 | 7.1%       |
| Campus         | \$0.00       | \$5,961.05   | \$9,857.12   | 65.4%      |
| Customer Count | 20,903       | 28,248       | 32,044       | 13.4%      |
| Basket Size    | \$36.59      | \$31.00      | \$29.45      | -5.0%      |

- New Ownerships:



**CUSTOMER SERVICE**

- Customer Experience Survey results:

|  | Apr-20 | Apr-21 | Apr-22 |
|--|--------|--------|--------|
| <b>Overall Satisfaction</b>                  | 78%    | 76%    | 75%    |
| <b>Availability of Staff</b>                 | 86%    | 66%    | 67%    |
| <b>Friendliness of Staff</b>                 | 95%    | 80%    | 80%    |
| <b>Helpfulness of Staff</b>                  | 95%    | 80%    | 72%    |
| <b>Cleanliness of Store</b>                  | 86%    | 80%    | 76%    |
| <b>Availability of Products</b>              | 49%    | 49%    | 49%    |
| <b>Greeted by Someone Other Than Cashier</b> | 49%    | 54%    | 53%    |

**Customer Experience Survey Comments**

- Comments are attached in an excel spreadsheet.

**Sustainability Committee Meeting Notes**

4.27.2022

**Review of last month's notes for updates & action items:**

The committee did not discuss.

**Water:**

- Committee tasked with researching RO water systems
- Melinda will look up how much water we sell
- Miriam thinks we can't *not* have a water option
- David will reach out to an expert at UI and invite him to our next meeting

**EarthFest Follow Up:**

- Pretty good turnout overall, one musician did not show up
- We had plenty of compost
- Next year will separate the compost and plants booth
- Miriam wanted more information about how the raffle worked
- Need to take the compost bucket out of the box to display if we do that again
- Consider if we can collaborate with Inland North Waste's event at the park
  - Miriam will contact Stevie
- Ask Chloe if there are more Trex magnets (*Chloe's answer - no, not on hand at the moment. We can reach out to Stephanie to see if we can get more*)
- Where do lost and found items go?
- Ask Russ - Master Recycler Syllabus

- Chloe - Fix Trex bench sign
- Event was fun, thanks to Miriam for her hard work

**Other items discussed:**

- Can we get the Chico Bag Plastic Bag Monster costume for next year?
  - Could we make our own?
- Please bring extra reusable grocery totes to the Co-op for the bag library

**Future ideas:**

- January: Supplements & Composting as a New Year's resolution
- February: Chocolate
- March: Bodycare
- April: Rufus: Shampoo and conditioner bar.
- May: Russ will write about National Bike Month (deadline April 15)
- June: Josh will write about Idaho Wine & Cider Month (deadline May 15)
- July: Chloe will write about Plastic Free July/Rufus - How to avoid plastics (deadline June 15)
- August: Miriam might write something about shopping in **bulk**. (deadline July 15)
- September: Russ will write about Beer!
- October: Co-op Month and Fair Trade Month
- November: Susan - Poultry (Due October 15)
- December:

**Plastic-Free July:**

- Highlight reusable containers, and pros & cons
- Promote EcoToGo packaging program
- Educate people about the life of single-use plastic and trash
- Film recommendation to learn more

**Discuss next meeting date/time**

Wednesday, May 25, 2022

**Sustainability Committee Meeting Notes**

5.25.2022

The meeting was shorter due to low attendance.

**Review of last month's notes for updates & action items:**

The committee did not discuss.

**Bulk Water:**

- David connected with Greg Moller from the University of Idaho (Department of Water and Soil Systems) and Greg said he would do some research and would follow up

**Monthly Sustainable Features (No updates here):**

- January: Supplements & Composting as a New Year's resolution
- February: Chocolate
- March: Bodycare
- April: Rufus: Shampoo and conditioner bar
- May: Russ will write about National Bike Month (deadline April 15)
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**Plastic-Free July:**

- David has some ideas that he will share with the committee next meeting

**City of Moscow Draft Climate Action Plan:**

The committee did not discuss.

**Topics for next month (June):**

- City of Moscow's Draft Climate Action Plan
  - How can the Co-op be involved?
  - What opportunities can help the Co-op be a leader in the community?
- Master Recyclers Program
  - Russ talked to Lauren (City of Moscow) and there is renewed interest in this program
- Composting

**Discuss next meeting date/time**

Wednesday, June 29

## **Operations Information**

- **Out of Stocks**
  - We brought on a new distributor (Plymouth) to help with the excessive out-of-stocks in our Meat department.
- **Automatic Door**
  - You've probably noted that the automatic door on the west entrance has been out of commission for quite some time. It's been a complex problem to get a handle on (and parts for). The good news is that it should be fixed any day now!
- **Hiring**
  - We are having a difficult time finding cooks and bakers to hire to fill open positions at the Bakehouse and in the Kitchen.
  - Other departments are not struggling to find suitable candidates.
- **Avista**
  - Our claim with Avista for the weird power outage at the Bakehouse in February was settled. Avista reimbursed the Co-op for all of our expenses from that outage and the subsequent equipment repairs. You can see the attached letter for more information.
- **UNFI**
  - Matthew and I are working closely with several NCG staff people and our UNFI account rep to get all of our outstanding credits processed ASAP.
  - I'm attaching the April and May service level updates from UNFI in case you are interested in more information about the out-of-stock situation. These are confidential and aren't intended to be shared widely.
- **DEI Trainings**
  - All managers have completed the NCG sponsored DEI sessions!
- **Summer Hours**
  - The Campus location is operating on summer hours until the students return in August. They're open 8-2, Monday through Friday
- **Industry News**
  - Attached you'll find the NCG contributions report which was just recently shared with me.
  - I'm also attaching two articles from Cornucopia about aspects of our industry. These are just interesting to read.
- **Promotions Planning**
  - Please see the attached Promo Playbooks.
- **Marketing Updates:**
  - Please see that attached update document.