General Manager FYI
May 24, 2020
No action needed

SALES

- April sales were **down 23.3%** compared to April 2019. COVID-19 negatively impacted customer count and sales. We experienced significant out-of-stock rates on household staples and paper products. The salad bar and hot bars were both closed, as was the deli seating area.
    - Grocery was down 11.2%
    - Wellness was down 26.7%
    - **Produce was up 11.1%**
    - **Meat was up 8.8%**
    - Bakery was down 48.8%
    - Prepared Foods was down 65.9%
    - Campus was down 100%. We closed the campus store in late March due to COVID-19 and the stay-at-home order.
- Campus location is scheduled to reopen on June 13, 2020 although we are monitoring the University of Idaho's plans for getting people back to work on campus.
- We're currently working on a plan to reopen the hot bar as full-service. We have no plan to reopen the salad bar or the indoor seating area at this point. We're evaluating these things day-by-day.
- Curbside pick-up launched in April and has been a big success. Thanks to Steve in Marketing, Ron, and Tracy for taking the lead on getting this project off the ground and making it work for customers.

- New Ownerships:

CUSTOMER SERVICE

- Customer Experience Survey results: It's nice to see that people report our staff as even more friendly, helpful and available.

	Apr-19	Apr-20
Overall Satisfaction	72%	78%
Availability of Staff	74%	86%
Friendliness of Staff	82%	95%
Helpfulness of Staff	74%	95%
Cleanliness of Store	74%	86%
Availability of Products	46%	49%
Greeted by Someone Other Than Cashier	49%	68%

OPERATIONS (abbreviated because of daily updates from the GM)

Center Store:

- Supplier and manufacturer out-of-stocks are improving, for the most part.
- Bulk is moving back to the bulk aisle, although it will remain pre-packed for health and safety reasons.
- The Grocery walk-in will be down on Wednesday, May 27 for repairs (there's a leak in the refrigeration).

Finance:

- The annual review (of FY2019) is well underway and almost all documentation has been submitted to Wegners.
- The 2019 tax return is in process.
- We're working with our local CPA to track PPP loan expenditures for maximum loan forgiveness.

IT:

- Attached you'll find the IT assessment that NCG helped us with back in late January. I'm sharing it in case it is of interest to you.
- We made a decision to hire Cycrest Systems out of Spokane as our IT Managed Services Provider. We initially interviewed four companies for comparison.

Some positive feedback from customers:
(Customer feedback is copied word for word and not edited for grammar)

- This survey of course was taken during COVID-19. Our Moscow food coop has done a tremendous job keeping calm and carrying on! Bulk has moved to bagged, toilet paper has been out, but the staff has been exemplary in setting good examples: locally made masks are available for sale now (and may I say, expertly sported by staff) gloves and curbside pick up are available, friendly and aware, the staff has made our shopping as convenient and safe and "normal" as possible. Thank you!
- I wanted to make a quick stop for a sandwich and it was easy to do that. The prepared foods were available with good selection. The cashier, Emma, was friendly and very competent and I was in and out quickly.
- Shopping at the coop is a great experience. We love the food, especially the cheeses. The staff are great.
- Even amidst this weird time and strange events, the staff is displaying high spirits! They've taken many precautions to keep their customers and employees safe, even though that couldn't have been easy to implement. And of course, everything is still delicious!
- I liked seeing that the check stands were being sanitize.

- I appreciated the checkers wearing gloves. I felt safe in the store and that the employees were making the effort to keep the store clean and open.
- The Coop carries foods that work for my intolerances. I know I can get a good fresh made salad here that would be similar to one I make at home. And I know a lot of the staff so it makes me happy to eat the food that they have prepared! The organic veggies, eggs, and fruit are cheaper and of highest quality here too.
- I appreciate the fact that we even have a CoOp in this town. I feel confident that the meats are healthy and not factory-farmed. I like that the produce is local and the name of the producer is listed. I like the variety of products offered in the supplement and beauty aisles, it's just a great store to shop at.
- Staff have responded to changes in COVID recommendations and it was clear they were following guidelines to reduce the spread
- They care about cleanliness which is important to me right now more than ever. The quality of the food is high. Staff is friendly and understanding and rocking it during the pandemic! All heroes!
- We love to shop at the Co-OP because the local ingredients and the staff is do friendly. Most of all, we like to support local businesses while being a part of the business.
- Availability of high quality foods. Staff always nice and ready to help with any question.
- Right now, during COVID-19, I think ALL staff should be wearing masks all the time ~ and ask ALL customers to also wear them. Costco for example is doing this to ensure the safest shopping experience.