General Manager FYI

January 27, 2023

No action needed

OPERATIONS UPDATES

SALES: Department sales recap. The difference reported is between the current year and the prior year.

December	2020	2021	2022	Difference
Total Sales	$ 906,678.71	$ 957,267.85	$ 1,004,223.04	4.8%
Grocery	$ 435,225.17	$ 439,907.07	$ 454,323.07	3.3%
Wellness	$ 134,174.72	$ 147,404.31	$ 150,024.39	1.8%
Prepared Foods	$ 105,156.73	$ 136,891.26	$ 156,933.93	14.6%
Bakery	$ 50,224.44	$ 47,623.33	$ 57,095.42	19.9%
Meat	$ 75,579.54	$ 72,446.60	$ 69,843.99	-3.6%
Produce	$ 106,823.70	$ 110,912.90	$ 113,241.25	2.1%
Campus	$ -	$ 4,651.33	$ 4,544.62	-2.3%
Customer Count	24,957	27,928	29,759	6.6%
Basket Size	$ 35.51	$ 33.24	$ 32.79	-1.4%

- New Ownerships:

CUSTOMER SERVICE

- Customer Experience Survey results:

	Dec-19	Dec-20	Dec-21	Dec-22
Overall Satisfaction	80%	75%	72%	71%
Availability of Staff	72%	75%	69%	79%
Friendliness of Staff	80%	83%	77%	88%
Helpfulness of Staff	77%	78%	78%	80%
Cleanliness of Store	74%	70%	71%	75%
Availability of Products	53%	48%	48%	57%
Greeted by Someone Other Than Cashier	70%	75%	60%	54%

Customer Experience Survey Comments

- Comments are attached in an excel spreadsheet.

Sustainability Committee Meeting Notes

1.25.2023

Meeting via ZOOM - Present: Mia, Russ, Dre, Miriam, Melinda, Chloe

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

The committee reviewed updates for the November meeting notes.

Chloe will send a follow up email to hold the date on the calendar for a 45-minute meeting checking in on interest and availability to help/volunteer for the Earth Fest event (during February's regularly scheduled meeting time).

Monthly Sustainable Features (No updates here):

- February: Chocolate, Fair Trade and Rainforest Alliance certifications
- March: Bodycare (Dre would like to write a review on makeup remover!)
- April: Shampoo + Conditioner Bars (or any sustainable product with an Earth Day focus)

Committee Annual Work Plan :

- Miriam: Page 2, regarding potential 5 year plan to eliminate plastics as one of many ideas for long-term goals. Next step: Bring this topic to the group for further discussion.

Other Committee Updates:

- Miriam will be going to the to Inland Northwaste's Board Meeting on February 7
- Reminder for marketing to put a sign on the bench to highlight the Trex program
- Catchy line for composting - "You don't have to be a scientist to compost"
- Chloe will send the committee photos from last year's parking lot Earth Fest
- Impactful place to reduce plastic: Cheese slices, meat slices, Grab and Go containers
    - Deposit program for mason jars already exists, could we utilize this model in a way to
    - Health Department regulates use of home-brought or personal reusable containers for items on the hot bar or salad bar
    - We can use EcoToGo containers to fill this gap (regarding hot bar and cold bar items) in lieu
    - Chloe will share website location for the Sustainability page (EcoToGo specifically) with the committee
    - Russ will share the contacts/in for "Glass Half Full" (glass-to-sand machine by grassroots group in Louisiana)

Topics/assignments for next month's regularly-scheduled meeting (March):
Review year of writing topics (Draft 4 of the Annual Work Plan)

Discuss next meeting date/time:
No regular meeting in February
Ad Hoc meeting regarding Earth Fest event February 22 - 12:30 - 1:15 p.m.
March 22 - 12:30 - 1:30 p.m. via Zoom

Operations Information

Human Resource Updates

- We've been doing a bunch of hiring and we're thankful that we aren't seeing a shortage of applicants, in most cases.

Facilities Updates

- We are having an ongoing challenge with Inland Northwaste and the garbage pickup schedule. We are working closely with INW and the City of Moscow to remedy to problem, but it is somewhat ongoing.
- The marquee lights have not been working for some time now. We've had two different electricians in to diagnose the problem as well as the sign company. Currently no one seems to be able to identify the problem or to fix it. This is also ongoing.
- The roof at the downtown location has been leaking. We've had it patched repeatedly and reached out to the landlord about it (the roof is the landlord's responsibility according to our lease agreement). The roofing company believes that it is time to replace the roof ($130,000) and the landlord is reluctant to do so. We are continuing to work with her on this problem. In the meantime, we are also in touch with the roofing company about patching it as needed and we have garbage cans to collect dripping water in the back areas.

Palouse Clearwater Food Summit

- The annual Food Summit has been rescheduled for Friday, March 24th . The Co-op is a co-sponsor, will be catering lunch, and otherwise involved in both ignite and breakout sessions.
- I emailed the Board about volunteer opportunities – it isn't too late to volunteer if you're interested!

Marketing Updates

- Please see that attached update document.

Promotions Planning

- Please see the attached Promo Playbooks.