TATER BROS. MARKETS NEW SLETTER





Happy Holidays!

Stater Bros. Teammates,

As we come to the close of another successful year, I'd like to express my gratitude to each and every member of the Stater Bros. team. It is because of you that our company continues to enjoy the success it's had.

As you read this issue of Fresh Take, I hope you enjoy the feature stories including the one about our beautiful new Chino Preserve store and the interview about creating attention-grabbing store displays. I'd like you to pay special attention to the Customer Compliments section because, as you read through them, you'll detect a recurring theme in every compliment. In each, one or more of our teammates have made a customer extraordinarily happy and appreciative, often because they didn't expect it. That's the meaning of exceeding expectations. As a matter of fact, we received so many compliments that we didn't have enough space to include most of them!

WHAT YOU DO MAKES A DIFFERENCE - AND **PEOPLE NOTICE!**

People are busy these days. For them to take the time to call or email us to let us know what a wonderful job you did means you made a tremendous impression on them. These people won't forget. Our Jack would often invoke a famous quote from American author Maya Angelou:

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

In our line of business, we compete every day to win over the hearts and minds of consumers who have plenty of choices of where to shop. They come to our stores because they know they'll find good quality at competitive prices, but THEY KEEP COMING BACK BECAUSE OF YOU! While it's true that shoppers look for low prices, they also go where they feel good.

When you give your kids, husbands, wives, family and friends their Christmas gifts this year, you hope that your presents bring them pure joy and happiness. Let's do the same for our customers. Oftentimes it's just the simplest hello or passing smile that makes that customer feel that shopping at our stores is different from the competition. They can get cereal anywhere. Why wouldn't they want to get it where the employees make them feel good too?

Thank you for all that you do and I wish you and your families a very Merry Christmas and a healthy holiday season!



Pete Van Helden Chief Executive Officer Chairman of the Board

What's inside...

Click on a title or image to jump right to that article.

New to the Neighborhood
Believe Walk
Customer Compliments
A Magical Conversation with H
Teammate Announcements
Are You Using Your Team Perk
Turn Humdrum Retail Displays
Years of Service
Corporate Promotions
Store Promotions
Stepping into a Brighter Future
Retirees
Wrap Up Your Holiday Shoppi

Enter for your chance to WIN a \$50 **Stater Bros. Gift Card!**

Participation in this survey is completely voluntary.

	4
	6
	8
Holly Day	10
	12
s?	13
into Visual Masterpieces	14
	16
	20
	21
ə	21
	22
ng Safely	23



New to the Neighborhood

By Jeannie Le

For the few who haven't heard, we had an exciting event happen in September of this year ... the grand opening of a new store! From the moment you walk into our new Chino Preserve store in Chino, CA, bright natural light embraces you as warm, smiling faces and colorful flowers greet you right at the door. This store marks our continued progress towards our goal of becoming California's major multicultural grocery store, with a wide array of new Asian- and Hispanicinspired products and services.

Believe it or not, the Chino Preserve community had waited a long 18 years for a store like Stater Bros. to arrive. So, it's only natural that we came along.

Proudly leading the store is store manager Johnny Yzaguirre, who couldn't help but express how smooth and practically easy grand opening day was. Only good things



were said about the store and the dedicated team that made it all possible. So, what's all the fuss about this store compared to others?

Of course, much like our other stores, we have offerings like the service deli and hot-and-ready meals, but this store's mark in our history is its expanded international product selection and service. There's such an abundance of new offerings that it's hard to know where to begin! Over 20 new specialty produce items and fruits like tropical dragon fruit and hearty shiitake mushrooms have been added along with other incredible items like crispy pork katsu and flavorful enchilada heat-andeat meals over in the service deli.



Store Manager: Johnny Yzaguirre

Unique items like Japan's popular ramune pop drinks and new Shin Ramyun flavors are just a few to have been added to our center store section. Excitingly, new decadent items like sweet and nutty Ube cupcakes and deliciously soft milk bread, just to name a few, have been added to our bakery.

But the biggest draw is the expanded hot wings and new Korean fried chicken wings that Johnny couldn't help but rave about. Mouthwatering new flavors like sweet heat and classic barbecue will immediately draw you in with their enticing aromas. They're so delicious that you can even hear him rave about the wings over the in-store radio! Nearly every department was expanded with new and exciting products and offerings. From our renowned meat department that now offers shaved meats perfect for hot pot and delicious Asian-inspired marinated meats like Korean bulgogi BBQ beef, which is perfect for grilling or stir-fry.

For Johnny, this grand opening is about much more than the store and all that it has to offer. It all comes back to what our store can bring to the growing community. In his words, "Our hope is to grow with the community."

It's hard to miss the sense of pride within Johnny and the team. Everyone is excited to bring







4

You really see how excited the community is to be here with us. They want to grow with us.

Johnny Yzaguirre, Store Manager



something new and fresh to the neighborhood and invest in its growth. "You really see how excited the community is to be here with us. They want to grow with us." Even weeks after the grand opening, the pure joy for this store can still be felt in not just the teammates but the customers too. It's amazing to witness how quickly and warmly our store has been embraced by the community.







Supporting those with cancer is something we can all believe in.

By Jonathan Lieu



On the morning of Sunday, October 1, 2023, over 8,000 "Believers" convened in Downtown Redlands for the 16th Annual Believe Walk. The Believe Walk was created by Inland Women Fighting Cancer and Stater Bros. Charities as a way for the local community to support those who fought and continue to fight this horrible disease and has grown to become one of the largest cancer-fighting events in California's Inland Empire.

Rather than going directly to cancer research, the funds collected for the Believe Walk are distributed to organizations that provide care for cancer patients and their families in our Southern California communities. In this way, money goes to where it can make the most direct and immediate impact for patients; critical services such as cancer screenings, life-saving treatments, transportation to and from appointments, financial assistance, and importantly, help in navigating the often daunting intricacies of getting cancer care. This year, the 5K walk collected over \$1.8 million dollars through a combination of online and in-store donations from generous donors and event sponsors. The sense of community at the event is difficult to convey in words and must be experienced in person to be fully understood. The popularity of the Believe Walk year after year is a direct result of the camaraderie and feeling of common purpose that every participant feels as they form a united front against cancer.











Customer Compliments

Ellen stated she was having her 25-year vow renewal that day and last minute was looking for 18 orange roses. She stated she saw some in the store that were not in great shape. That's when Fernanda appeared and was the big help she could have asked



for. She explained her situation and Fernanda took it from there. Fernanda advised Ellen to go pay for the 18 roses and come back after her appointment. Ellen was blown away when she returned. Fernanda had found 18 beautiful orange roses, removed all the thorns, and wrapped them. Ellen proceeded out in a hurry and left her phone behind. Fernanda ran out and returned her phone. Ellen said Fernanda made the day perfect and all the ladies loved the roses. Fernanda went above and beyond and is greatly appreciated.

Mark & Sam - Meat Clerks, #049

I would like to give a HUGE shoutout to Mark and Sam and the other butchers in the meat department. We started a food booth this year and decided to order our meat from Stater Bros. We had two events. One required 400 lbs. of top sirloin and one required 200 lbs. of top sirloin. The team at my local store came through on both occasions. We actually had people come back and tell us they could tell our meat was high quality. Thank you Mark and Sam for helping us be successful! - Andy

Store #092

DJ called in to share a compliment for the Lake Arrowhead store. After the storms, he has not been able to get out much due to illness. He cannot walk long distances. A couple of days ago, he and his grandson went into the store and there were no electric carts available. DJ went in to ask and an employee advised they would bring one out as soon as one became available. DJ and his grandson went outside to sit and wait. The store manager brought out a chair for him to sit on. Moments later, another employee delivered the electric cart. When they completed their shopping, they were led to a checkout and helped out to their car. DJ said the customer service was outstanding and appreciated.

Hi, I just wanted to let you know how pleased I am with your Whittier location on Mills and Mulberry. Store Manager Manny is awesome! Any time I need anything special he takes care of me like I'm the number one customer there. His store is friendly and very down to



earth. I used to shop at Ralph's on Whittier and Colima, and Manny's store blows them away. In fact, it blows all other supermarkets away, including Walmart. - Sean Morphew



Gavin French - Courtesy Clerk, #083

I just wanted to commend an employee named Gavin at the Sun City store on Sun City Blvd. I have observed him going out of his way to help people and seniors in the parking lot that didn't even ask for help but were obviously struggling. This is the way employees should be and especially the young people that a lot of times don't seem to have that natural respect, but he certainly does, and it was so refreshing. When I told him, he was very humble about it like it was nothing. I appreciate that kind of employee and it makes me want to shop here when I see that. - Anonymous



Christina Matias - CSR, #035

Hi! I wanted to let you all know what a wonderful experience I had at the store on Baker/Fairview in Costa Mesa. I shop here every week, often, and this is my favorite place to shop. I love your staff and the way the staff all say hi when I come in. I had two of my kids with me on a particular afternoon. I had a boot on my foot (from breaking a bone) and was trying to pick up a couple of things for dinner. We get to the checkout and one of my favorite cashiers, Christina, was there. She saw me and said, "Hello, how are you?," as she always does. Christina is super kind and always makes me and my kids feel like friends and cherished customers. She

Diana Contreras - CSR, #084

I did some quick shopping this morning at store #84 in Desert Hot Springs. I was in line for register #1 with Diana at the register. When I first approached, the customer in front of me was a homeless gentleman that I see around town often. He was speaking very quietly and seemed to be having difficulty conveying what he wanted to say. From what I heard, it appeared that he was asking Diana if he could choose three grocery items to take with him today and then he would come back next week once his food stamps came in for next month. He was obviously hungry. I was about to offer to buy him something myself, but Diana kindly stopped him and asked him if he was hungry, which he said he was. She then asked him to go get himself a big premade sandwich, bag of chips and bottled water so she could check me out and then she would pay for his food. It's my opinion that most people in her position would've become bothered by him, reacted rudely and just dismissed him without thinking twice. It's so rare to see people showing kindness to others, especially the homeless. I have personally experienced homelessness and I still remember the names of the few people that showed me kindness or helped me in my time of need. Here in the desert, it has been unbearably hot with temps reaching 116°+. That poor man suffers daily, but

got us all checked out and on our way. I walked outside and realized I had left my keys, my phone, and my purse in my locked car. It just so happened that Christina saw me because she was getting off work at the same time. At this point, I had tears in my eyes because I had \$200 of groceries and a lot of frozen items, I had a boot on my foot, couldn't walk home, and my kids were upset. Christina walks up and says, "I got you. Here's my phone. Call who you need to, and I'll take you home," without hesitation. She was willing to drive me, my kids, and all my groceries to wherever I needed! Who does that?! It was so sweet to have someone do that for me, especially one of your staff who doesn't really even know me. I felt so comforted by Christina and I just wanted to share with you so that you know what an amazing person you have working for you and taking care of your customers! She took me home, waited for me to get my spare key, and even drove me back to the parking lot so I could get my car! Wow! Thank you for investing in people that care. As a manager of a busy restaurant, I always say, "I can train skills, but I can't train a person to care." Christina is a gem! - Katie Perez

today, thanks to the kindness of your employee, he won't go hungry. I'm sure a lot of the feedback you receive is complaints and disgruntled customers. I thought it would be nice to hear about an employee that went above and beyond to be kind and I felt Diana deserved to be recognized for a kindness she was not at all required to give. It literally brought tears to my eyes. Thank you for allowing me to share. - Cristen Cook

I am a regular shopper at your store. Service was always decent until I was served by Mr. Jacob. His patience with me and my husband is appreciated as we are oldies and he took the time to help us out with our needs. He even explained and looked for



the merchandise we were looking for. He went above and beyond to help us out. Thank you, Mr. Jacob. We appreciate the way you take care of customers - a job well done. - Julie Ngiam

A Magical 000 Conversation with Holly Day!

We catch up with Holly and find out what's on her holiday music playlist this year.





The Little Drummer Elf entertains several nutcrackers.



"I hope whoever put me in here knows that I absorb odors easily."

Last year, we had the pleasure of talking to Holly Day, one of our very own Hometown Elves. She revealed how her relationship with Stater Bros. began and talked a bit about her future plans and dreams. This year, we reached out to her again for an update on her life for our readers.

FRESH TAKE: Season's Greetings, Holly! How have you been?

HOLLY DAY: Thanks for asking. I've been doing well. I was just helping Santa get ready for the holiday season this year. Finding out who's been naughty and nice and everything in between!

FT: Where are you assigned this year?

HD: I'm sort of a floater this year. I've been spending some days at your corporate office and on other days I might bounce around to a few of the stores to check on the other elves. Santa has me training some of them to show them the ropes. Although they try to stay out of trouble, occasionally they'll get themselves into some interesting predicaments, which you'll see in some of the pictures.

FT: How has your progress been with your college courses?

HD: I'm close to graduating with an Associate of Arts in Business Administration from San Bernardino Valley College. Greg Jones, who is the Stater Bros. Senior Training Development Specialist, has been great in

helping me prepare to transfer to Cal State San Bernardino. I'm going to enroll in their online Bachelor of Arts in Administration program with a concentration in Supply Chain Management. Santa needs all the help he can get to transport all the gifts where they need to go. It can be complex at times, but with the knowledge I'll gain, I can help the North Pole get ready for the future. I'll tell you one thing; taking classes remotely has been a gamechanger for me since I'm always on the go or traveling.

FT: What will you do after you araduate?

HD: As I mentioned last year, Santa thinks there's a future for me in the home office so after I graduate from CSUSB, the plan is to have me based mainly out of the North Pole. Like Stater Bros., Santa's Workshop has deeply rooted traditions and that's great because it gives us a strong foundation and identity, but there are downsides to that too, like stifling innovation and being slow to react to new challenges.

For example, how do you compete with Amazon if you're still doing handwritten Christmas lists? At some point, you have to adjust to your reality, so with my newfound knowledge, I'll be able to help us innovate.

FT: Last year you mentioned that you had been listening to a Marvin Gaye Christmas song. What's on your holiday playlist this year?

HD: I don't mean to incur the wrath of Beyonce's BeyHive, but I really like Kelly Rowland's "Love You More at Christmas Time." It's so bubbly and cheerful ... like me! And I have to mention "Christmas Waltz" by The Carpenters. When I hear Karen Carpenter's soothing voice and Richard Carpenter's whimsical musical arrangement, it just sounds to me the way the holidays should sound. There's also a young, new artist named Laufey who does a wonderful rendition of it that takes me back to the 40s. It still surprises me to hear such a classic sound coming from someone so young.

FT: What do you see in your future?

HD: One of the great things about getting my degree is it will give me options if I ever decide to leave the North Pole, not that I have any immediate plans right now. I know your readers probably think that no one quits up there and up to this point, getting a job at the North Pole was pretty much a gig for life, but we live in an ever-changing world. I've discovered that I have a passion for making children smile, so if I ever decide to strike out on my own, maybe one day I'll start my own toy manufacturing company. That's a place where the supply chain management

skills I'll learn could really come in handy – sourcing materials and parts and making sure we get them at the right place and time to be assembled into toys. We would create all sorts of toys except stuffed animals and plushes. The thought of poking and prodding fabric bodies with sewing needles hits a little too close to home for me

FT: Do you have anything interesting planned?

HD: I think I'm going to pay a visit to your new Chino store in a community called The Preserve. The elf that's stationed there told me that there's a lot of new stuff there. When I heard that they have things like soy garlic Korean chicken wings and Japanese milk bread sandwiches, I knew I'd have to check it out.



"What are you pointing at? That's not yo' cheese.'

Teammate Announcements

Graduations



Ryan Leeds - eCommerce Implementation Specialist Master of Business Marketing from Purdue University Global



Stephanie Roman -Training/Development Specialist

Associate of Arts dearees in Business Administration and Accounting from San Bernardino Valley College

Dion Smith – Computer Operator

Master of Arts in National Security Studies from California State University, San Bernardino



Lucas Vinyard - Application Support Engineer Bachelor of Science in Computer Science from Western Governors University

Brittany Tadlock - Brand

Manager Bachelor of Arts in Leadership Studies from California Polytechnic State University, Humboldt

Annaley C. Becerril -**Content Marketing** Specialist II Master of Science in Organizational Leadership from University Of Redlands

Marriages



Taryn Warren – Security Coordinator Married Robert Warren IV on November 21, 2022

Are you using your **Team Perks?**

Every Stater Bros. teammate can take advantage of Team Perks to save 10%* across our family of brands. What makes this 10% discount even more exciting is that our family of brands, which includes over 20 brands and 1,000s of items, are already priced lower than their national brand equivalents. Not only can you lower your grocery bill when you shop our brands, but add an extra dose of savings with Team Perks.

Team Perks also applies to fresh department items with Stater Bros. Markets and Cleo & Leo scale labels. That means 10% savings on fresh beef, chicken, pork, and seafood, as well as freshly sliced deli meats and cheeses. Even fresh-cut fruit, cakes and more. Yum!

Plus, from December 17 - 24, Pete has doubled the discount to 20% to celebrate the holiday season. Thanks Petel

It's simple to use. Here's how: Enter your employee ID number each time you make a purchase. The format must be 0000###### where the last 6 digits are your employee ID. Ex. 0000123456 where 123456 is your employee ID. Entering your ID will also apply applicable Digital Deals savings.

Your 10% discount is even available on curbside pickup orders** placed through the Stater Bros. app or on shop.staterbros.com.

Need help signing up or checking if you're signed up? Email teamperks@staterbros.com or call 1.855.782.8377 for help.



Birth Dates

12

Dan Stirewalt - Senior Manager of Merchandising The celebration of the birth of his fourth child! Rhylan Ann Stirewalt on 8/28/23 at 12:05AM

Danielle Truiillo - Sr. **Manager Retail Projects** Giovanina "Gia" Rose Trujillo on February 3, 2023



Brand **Spotlight**

Full Circle Market is our line of natural, organic, and better for you items that also includes gluten free and vegan options. Not only are these products full of ingredients you can feel good about, but they are also affordable. Applying your Team Perks discount means you can eat organic for less.



*Exclusions apply. Team perks do not apply to alcoholic beverages, fluid milk products, and Stater Bros. gift cards. Nationally branded meat department items (i.e. Certified Angus Beef® brand, Kruse, etc.) are excluded.

**Applies only to pickup orders; not applicable on delivery orders.

Turn humdrum retail displays into visual masterpieces.

Unleash your inner creativity to create product displays that excite your customers.



By Jonathan Lieu

Shoppers love a great retail product display. When someone walks into a store and sees products presented in a way that exudes creativity and imagination, it grabs their attention. They're likely to smile and give a nod of approval before they continue shopping. Good things happen when you put people in a positive mood and this can be especially impactful during the holidays.

To gather some insights, we asked a couple of Stater Bros. teammates who are known for their visual merchandising acumen for some of their thoughts on the topic; Jon Lehman - Store Manager at Store #23 Yucaipa, and Rob Charbonneau - Director Floral.

FRESH TAKE: Why do you decorate for the holidays and who do you do it for?

JON LEHMAN: The main reason I like to decorate the store is for the customers and employees. The responses from customers are always fun to see. The usual decorations all play their part, but what really brings excitement to the store are the more elaborate displays. Decorations aren't just for holidays. They're for any event or item that you can build a themed display around to draw attention.

ROB CHARBONNEAU: Decorating for the holidays is a distraction from "troubles" like politics, stress, social



issues, etc., and it allows an escape. In my mind, it is more of an art than a process. I enjoy creating spaces that are both visually pleasing and fun for friends and guests.

FT: What are some examples of decorating you've done both personally and at work?

JL: Over the years I've been involved in numerous events that I've decorated for, including many company-related events as well as personal events. Some examples are a Stater Bros. lobby display at the corporate office, themed ice cream socials at the Loma Linda Children's Hospital, and outside organization themed company parties. I also currently own and operate a professional haunted attraction that requires decorating and set design.

RC: Every year, at my house, Halloween goes up on October 30 and is taken down the next day. The display is very elaborate and detailed. Lighting is a huge component. The reason for the short period of the display is the weather. Wind is not a friend of yard decorations. Christmas exterior decorations are usually minimal, but the interior is more elaborate. When I worked in the stores, the store displays were done for every holiday. Valentine's Day was always a favorite and involved the store team.

FT: Have you always considered yourself creative and was your creativity encouraged and fostered at the company?

JL: I've always had a creative imagination but never really had an outlet to express it. The first time I stepped outside the box was when I was an Assistant Manager at Store #112 West Redlands. I started doing some big displays that were definitely not Stater-approved or encouraged. Luckily this is where Jack Brown and Debbie Brown shopped, and they took notice. The reaction that we were getting from customers as well as the employees was exciting to see. After a while, it just became expected that we were going to do something over the top.

RC: Yes, to a fault. I wish I could be that person with one tote of the same decorations that are brought out every year instead of creating a new look or experience every year. I've worked for the company for over 30 years, and it was not always encouraged. More recently the views have shifted to being pro-creative. The Floral Department encourages creativity and rewards it with many display-building competitions throughout the year.

FT: What is your design process? How do you come up with ideas?

JL: Coming up with the idea and figuring out how to build it is probably my favorite part of the process. Anytime you create a themed display, you need to take that item, idea, or story and build around it. I'll go over that idea a thousand times in my head and

display.

RC: My design process is always a work in progress and may start off as one idea or look, and be totally different when I finish. I don't really have a process, but more an inspirational idea I build from. The design is finished when the feeling and look I'm going for is achieved. I visit Manhattan, NY almost every December and get a lot of inspiration from the city at Christmas.

FT: How much of what you do creatively at work, is an outlet for you to achieve personal gratification?

JL: I always tell my employees to find something that they love to do. Everyone needs an outlet, whether it's creating something, playing an instrument, or even collecting comic books. The times when the company had floral contests or any type of fun display-building opportunities definitely allowed me to use that as an outlet. Once you see the customers' reactions and they're taking selfies next to the display, that's the reward.

FT: Were you ever apprehensive about stepping out of the box?

JL: Sure I was. I wasn't trying to be a rebel and I still wanted to make store manager one day, so I wasn't trying to put myself in a bad light. Back then it wasn't exactly encouraged to think outside the box.

RC: Every time. When you challenge the status quo, it doesn't always make you popular for the right reasons. I've always been met by the "Eeyores" and doubters that don't

will continually add things to it that usually push the boundaries by the time it's done. That's what separates an average display from a WOW

see value in creating a shopping experience while others love the new and cool things. My focus is on innovation and sales. Luckily, my ambition and drive far exceed any level of apprehension I may have ever had.

FT: What would you tell others within the company to encourage them to create their own merchandising marvels?

JL: It's not for everyone and it does take thought, planning and time, but when it's done right the reaction from your customers and your teammates and the energy it brings to the store is priceless.

RC: Take the tools Gary Niehaus, Jenny Juengling and I are sending you and build something unforgettable that drives sales and keeps customers coming back. Build that display that will resonate with the customer so the next time they need flowers, a plant, or a gift, they make Stater Bros. their floral destination.



Celebrating you for your hard work and dedication.

Service Awards June 2023 to October 2023

Rebecca Fierro

50 Years

Roy Leon

45 Years

Danny Ayala John Chenes Robert Clelland David Homsher Gary Knick Robert McCartney Charles Morlan Brian Plein

40 Years

Robert Cones Gregg Crider Lora Frietze Andy Hernandez Marc Maloof Laura Mclain James Minjares Ramon Miranda Sharla Payne Robert Powers Matthew Saenz Robert Swope Sean Williams

35 Years

Alfonso Aguayo Mary Amiot Miguel Anceno Juan Arevalo Joe Armenta Marlene Black Donald Boyer Diane Buterbaugh Robert Charbonneau Abel Cruz Traci Davis Jeff Delaney Gina Dewhirst David Flores Linda Flores **Ricky Flores** Sergio Garcia Robert Gomez Krissy Gonzales Tina Harlow Lisa Henderson Howard Hill Samantha Hollenbeck Dina Houston Lourdes Hunsicker Randy Jensen Carlton Kearney Carla Klein Louis Landinguin Felix Larez Mark Lawrence Dianna Lefrere Lisa Llamas Alberto Lopez Mary Lozano Paula McDaniel Thomas Mealy Alma Mickelson Peter Miller Terry Moore Christine Munoz Christine Ortega Steven Osretkar Matias Padilla Brian Phelps Bernie Plantage Monte Pollock Andrea Preciado Ray Retzlaff Juan Rivera Gustavo Rodriguez David Rolland **Emely Saltmeris**

Fernando Sandoval

Pedro Sauceda Millin Selby Mary Shattuck Elsa Simpson Mark Skelton Robin Smeerdyk Morgan Talbert Kenneth Troutman Jeanette Werner Robert Wesolowski

30 Years

Julius Anderson Maria Artz Enrique Avila John Baraias Janice Bearden Dominick Becerra Gilbert Beltran Jacob Cadwallader Felecia Comstock Martin Cruz Scott Elmore Gloria Enriquez Ruben Enriquez Joseph Fernando Heather Fitzgerald Betsy Frazier Alicia Garcia Michael Garcia Moises Garcia Lana Hooten **Richard Kersten** Oscar Macias Cheryl Mandel Angel Marron Jose Martinez Robert Martinez Mia McBride Leonard Mena Maria Mendenhall Cesar Mendoza

Everardo Mendoza Dora Milstead Matthew Montecino Roger Montoya Veronica Morales Danny Nance Lisa Negrete Monica Perea Elizabeth Petrie Andrew Pfeifle Avae Reves Bryan Reyna Jessica Rodriguez Candy Romero Krista Romero Michelene Rossetti Glen Ruff Angel Ruiz M Serratos Robert Silva Karen Vu Michele Whitney Darryl Wright

25 Years

Liyen Alvarez Johnathan Antrim Melissa Arenas Theresa Autote Anthony Avila Frances Ballester David Belmonte Mark Bessette Inez Borunda Ema Brito Henry Carletello Angela Carrillo Onesimo Castro Zachariah Clark Allison Colunga Frank Davidian Ericka Eckley

Lorena Espinosa Lisa Fassett **Enrique Flores** Bradley Galiffa Gary Garcia Maureen Gilbert Debra Godfrey David Godinez Lidia Gonzales David Green Andrew Harvey Samnang Khin Shawna Kuhn Nathan Lecerff Crvstal Llewelvn Rigoberto Lopez Alberto Martinez Anthony Mauricio James McBride Katherine McCleary Shannon Montana Delia Mora Cathy Morales Aaron Mosher Robyn Mote Jessica Neff Jesus Ontiveros Jaqueline Pacheco Michele Prestidae **Carlos Ramires** Andrea Ramirez Cynthia Rangel Jimmy Renova Corinna Robles Rosario Rodriguez Daniel Romo Frank Romo Sheila Sanchez Derek Schindler Jesse Sepulveda Kristin Torres Dawn Tymony Maria Vasquez Irma Vega 20 Years Robert Armstrong

Stefanie Arzeta

Jnicolas Bernal

Shannon Bonilla

Matthew Borucki

Garrett Brandis

Marlina Bernatene

Paul Ballina

Curtis Beers

Lisseth Carbaial Michael Casas Bryan Castellanos Arthur Chavez Amber Contreras Kelly Deavers Apolonio Dominguez Rebekah Espinoza **Miguel Flores** Ian Franssen Frances Gonzales Manuel Gonzalez Brittannie Gullev Michelle Harlow **Brent Henderson** Daniel Henton Sabrina Hubbard Regina Johnson Nicole Kemp Robert Kerr **Robert Knotts** Leslie Kondrotas Ashley Larsen Monica Ledesma Armando Luna Starenda Luna Patrick MacIntosh **Emilio Mariscal** Stacy Marquette Elpidia Martinez **Rogelio Martinez** Melissa McDaniel David Medina James Meier Anthony Mondloch Jonathan Mosher Victoria Muckey Crisanto Navarrete Mindy Navarro Conrad Oscislawski Amanda Palacios Jessica Parker Michele Portillo Vanessa Portillo Joseph Prouty Vanessa Ramirez Tina Richardson Amy Rizzuto Sheila Rodarte Brian Sahargun Auyporn Salacheep Damaris Sanchez Jose Sanchez Michael Sandel

Noemi Briseno

Claudia Sandoval Janet Sandoval Stephanie Shepherd Tony Smith Lisa Snow Kyle Stavron Javier Stephens Sean Swenson Darshan Vanwyck Melissa Vo Frank Wachter Kimberly Walk Eddie Wash Kristina Wolowicz Mario Zaragoza

15 Years

Andre Abitia Samantha Aguirre Vanessa Aguirre Christina Ahlrich Leobardo Alarcon Maria Alcantara Natividad Alonso Nichole Andry Aaustin Arechar Nichelle Ashford Antonio Avala Jenna Baker Raymond Baltazar Barbara Banko Julie Barraza Crystal Bell Johnnie Beltran Nicole Bobbette Lisa Bowman Keith Brewer Allison Brouillette Kate Bukowski Sasheana Busch Corv Cameron James Carleton Angela Carmer Darleen Carry Chelsea Castanon Julio Castellanos Kathy Castillo Luis Castrejon Christina Castro Roxanne Chapel Terry Chapman Sylvia Chavez Ann Coakes Ceazer Compian Jacqueline Conrardy

Gabriela Corona Jose Cortez Andrew Coulson Antonio Cruz Esteban Cruz Danielle Cuevas Joseph Cureaux Maribel Davis Kristina De La Rosa Miguel Deanda Alicia Delacruz Joann Diaz Jacob Dukes Robert Emerson Trina Endslev Angelica Escobedo Robert Esparza Priscilla Esauivel Sheila Farley Emily Fitzjurls Sharon Gaines Timmy Gaitan Eli Garcia Gemma Garcia George Garcia Peter Garcia Sonia Garcia Talia Garcia **Trenton Gates** Stanley Gelumbus Drew Gilson Jaime Gomez Jose Gomez John Gonzales Carolina Gonzalez Fernando Gonzalez Hector Gonzalez Jose Gonzalez Luis Gonzalez Ricardo Gonzalez Aurelio Gonzalez R. Melanie Grajeda Rhiannon Griffin Chris Guinto Derek Harris Brenda Hellver Marshawnda Henderson Arnulfo Hernandez Evelyn Hernandez Maribel Hernandez Ramiro Hernandez Marcy Herrera Norma Hidalgo Michael Hobbs Anthony Howard

15 Years Cont.

Diana Huber Christopher Humphrey Agustin Ibarra Genese Jackson Richard Jimenez Earl Jones Robert Kennev Seribotte Keo Samrah Keyes Kathy Kirkpatrick William Land Ramher Latoreno Maria Leon De Martinez Andrew Lesinski Monica Limon Steven Linares Suzette Llorin Marina Lopez Merli Lopez Mirna Lopez Raul Lopez Christopher Lozoya Hector Lucero Tammy Lyon-Gordon Carilu Macias Christina Magana Juan Comparan Maldonado James Marquez Amy Martinez Refujio Martinez Loni Maxfield Michael Maxwell Elena Maya-Muniz Deanna McKelvev Mike McKernan Scott Mcnutt Steve Medina Geoffrey Mell Ricardo Mendez Fidel Meza-Lopez Ciera Miller Johnathon Million Johnny Mirabel Robert Montenegro Melissa Moreno Kathryn Morson Andrew Nava Carl Nester Phuong Nguyen Marcy Nolia Stephanie Ochoa Ryan Ochs Nicholas Onaga

Maribel Orta George Ortega Jose Osorio Christian Perez Nichole Perez Michael Pfannenstiel Chau Pham Elizabeth Quezada Carlos Ramirez Lucia Ramos Rheannon Ramos Francisco Navor Reyes Mariza Reves Tiffany Roberson Daniel Robles Martin Ruiz Jose Salazar David Saunders **Michelle Schreurs** Angela Seibel Kimberly Sheldon Jacob Shipley Matthew Silverman Melissa Smilev Vanessa Solis JoAnn Soto Allison Soza Eric Stablein Abraham Tabares Lilliana Torres Cynthia Tungpalan Jonathan Uruena Maira Van Zanten Victor Vargas Maribel Verduzco Oscar Villagomez Mario Villalba Courtney Wade David Walbourne David Wells Stephanie Welsh Brian West Paul Westbury Jeffrey White Tanra Wolf Jason Ybarra Maria Zendejas Sheila Zier Mark Zuniga 10 Years

Jeffrev Bento Ryan Bernardy Julito Bolusan Noel Bruno D SA Tanisha Buchholz Yulonda Butler Reina Zavala Cabello Ramon Cabrera Jonah Caldera Stephanie Cardoza Henry Carranza Alicia Chavez Rodolfo Chinchilla Cristian Cipres Nicole Collier Ashley Corbett Carli Crespo Amanda De Vito Heriberto Diaz Tempestt Emerson Doraly Escalante Alejandra Fernandez Mario Flores Ruben Galaviz Olaa Estrada Garcia Saul Guevara Eric Gutierrez Vanessa Gutierrez Michael Harris Cheyanne Helm Michael Hernandez Kent Homsher David Jacobsen Kevin Jaimes Ruben Jauregui Tania Orozco Jimenez Cathy Kim Melissa Kistler Janina Kolone Joseph Lagunas Daniel Lara Abraham Lobatos Cecilia Lopez Mary Lopez Miguel Lorenzo Benjamin Luber Brenda Macias Jorge Manriquez Cameron Marshall Frank Martin Linda Martinez Lisa Martinez Aleiandra Medina C

Brenda Ardito

Eileen Melchor Daniel Mesina Jasmine Mijares Celeste Murrell Jeri Pace Dawn Padilla Sonia Palos Reynalda Perez Jessica Preciado Terrence Raye Victoria Retiguin Alexandra Rodriguez Guillermo Rodriguez Michelle Rodriguez Nicholas Rodriauez Christian Rubalcava **Michael Sanders** Joshua Severson **Raymond Smith** Vicki Smith Scott Steffen Steven Suratt Eddie Tagle Wesley Taylor Journey Tesler Austin Williams **5** Years Gonzalo Bravo Aguirre Dillon Algustoski Syed Ali Dalton Allen Cynthia Altamirano James Andreola Maria Armstrong Reanna Avila Jazmin Ayala Michelle Backholer Ricardo Barron Scott Bartolucci Sariah Beatty Michael Beggs **Brandon Beyers** Kateryna Belimenko Bolger Geoffrey Booth Renee Bowman Charles Boyd Janice Boyd Sunshine Bravo Jessica Brennan Anthony Brizuela Holland Bullard Skyelene Burns **Brooke Burton**

5 Years Cont.

Jim Busic Jenavie Caldera Vincent Canales Kathleena Cardenas Anabek Cardoza Michael Carranza Danielle Castellon Luis Cerda David Cerna Fred Cervantes Trent Cherry Ana Chesnut Erica Chon David Christy Sherman Cole Tyler Coleman Scott Connell **Ricardo Cortes** Kyle Cortinas Sheridee Crowley Lauren Cruz Natalja Cruz Christopher Day Raymen Deleon Joseph Delgado Noah Dickerson Anissa Dominguez Alejandra Donate Megan Edwards Allison Ellebrecht Carlos Escobar Victoria Escobar Christopher Espinoza Miguel Espinoza Bryant Esquivel Aileen Estrada Nigel Fairfield Lenora Fernandez Paulina Ferrari Gregory Fitzgerald Andrew Flores Deborah Flynn Matthew Gallion Leanna Gamboa Alexis Garcia Angel Garcia Christian Garcia Lynette Garcia Garick Goeske Daniel Gomez Judy Gomez Ericka Gonzales Allie Gonzalez

Catherine Gonzalez Alesa Goodwin-Geary Serena Guajardo Alex Gutierrez Laurie Haas Justin Hacsi Nicholas Hamilton Carlos Haro Aaron Hernandez Alysha Hernandez Jessica Hernandez Juan Hernandez Martin Hernandez Sara Martinez Hernandez Sarena Hernandez William Horn Ezekiel Hume Destiny Hurtado Katrina Ibarra Marisol Islas Jacob Jimenez Wesley Klemens Jacob Kreiser Sallie Labro Melissa Lagos James Lainez Marilyn Landon Esthefani Lara Nathaniel Lebrun Alexandra Lepe Leah Lim Joseph Lloyd Jaden Lockwood Nicolas Longoria Jose Lorenzana Abriane Loya Antoinette Macias Daniel Maddalena Celeste Marquez Jordan Martinez Jose Martinez Katherine Martinez Valerie Martinez Andy Martinez-Lazaro Rose Mattingly Evelyn Mazurkiewicz Robert Meiser Regina Mendez Danny Mendoza Michael Mendoza Nathalie Mendoza Patricia Mendoza Gabriela Merrill Skyla Miles

Seth Amaya

Stanley Anderson

Ricky Angel-Gonzalez

Ian Thomas Miller Sandie Miller Wesley Miller Edgar Estrada Mines Nikki Misouk Belinda Montez Faith Morales Anna Moreno Stephanie Moreno Oscar Moyado Anastasia Munoz Kennedy New James Nunez Katherine Nunez Maria Ochoa Emily Olivo-Reyes Brittney Oneal Michael Ordanez Sonja Ornelas Mayani Orozco James Ortega Oscar Padilla Rubee Palomares Earl Pedroza Marcial Pena Bryan Perez Fabiola Lopez Perez Serena Perez Brian Pfahler Dawn Posey Alec Proano Shelia Pruett Susanna Puebla Vidal Angulo Ramirez Zaida Ramos Daniel Rangel Jasmine Regaldo-Barboza Adriana Reves Alexa Reves Elizabeth Acosta Rincon Kaylee Rios Alexander Rivera Vanessa Roberson Joseph Robles Jason Rocco Aimee Rodriguez Alexis Rodriguez Kara Rodriguez Martin Rodriguez Victoria Rodriguez Yvonne Rodriguez Jason Rogers Leticia Rubio Phillip Saenz

Tanya Salas Isabel Salazar Reyes Salazar Imelda Carabantes Salgado Alicia Salitre Isai Sanchez Marixa Sanchez Paul Sanchez Sergio Sanchez **Cindy Sandoval** Sky Sardone **Travis Sawyers** Kimberly Schweitzer Thomas Seagrove lan Shutt Alejandra Silva Daniel Sneddon Micheal Solorio Briana Staff Cristina Stidham Adonnica Summers Kelsey Taylor Carissa Thatcher Jessica Thomas Kelsey Thomas Theo Thompson Justin Tolmachoff Alyssa Torres Anael Torres Bryan Torres-Ilizaliturri Cynthia Tovar Emily Travis Joseph Uribe Brianna Valencia Michael Valenzuela Shallan Van Cleve Andrew Van Empel Brian Vargas David Vazquez Lucy Vazquez Gianni Velarde Karla Vidrio-Ocigueda Matthew Villanueva Sylvia Villarino Mercy Vital Alissa Vizcaino Athenarose Burton Watters Anjanette Wentzel Cheyenne White Justin Wilcoxson Mareena Wilson Michael Wood Gabriel Woolbert Oscar Zaragoza

Corporate Promotions

June 2023 to September 2023



Anthony Assif IT Security Engineer 3

Annaley Becerril Content Marketing Specialist 2

Jason Cisneros eCommerce Specialist 2

Michael Crawford Senior Director Data Analytics & Insights

Ian Deese **Retail Security Officer**

Ericka Ecklev Promotional Planning Analyst

Saad Elvousef Officer Uniform Security

Jennifer Favela Content Marketing Strategist

Betsy Frazier Item and Sales Manager

Ionel Iniguez Space Planning Coordinator

Isabella Johnson Data Integrity Specialist

Roxanne Kelly Transportation Support Clerk

Tami Lammers Director Promotional Planning

Starenda Luna Transportation Delivery Coordinator

Summer Manka **Compensation & Benefits Analyst**

Lisa Martinez Supervisor Training/Development/ Safety

Thomas Milligan Category Manager

Amanda Miranda Procurement Buyer

Mark Mumford Manager Digital eLearning Dominic Olvera Senior Manager Procurement

Jose Perez Senior Manager Distribution

Jesus Casas Resendiz **Customer Care Representative 2**

Lucas Reves Promotional Planning Analyst

Ruben Rodriguez **Procurement Buyer**

Jessica Rolan **Culinary Coach**

Damien Romero Service Desk Analyst 1

Angelena Rosales Culinary Coach

Alice Silva Manager Schematics & Store Projects

Daniel Stirewalt Senior Manager Merchandising

Erika Torres **Customer Care Representative 1**

Kristy Valles **Equipment Purchasing Receiver**

Arthur Vasquez Senior Manager Distribution

Reina Vega **Procurement Buyer**

Jacob Velasquez **Quality Control Inspector Meat**

Store Promotions

July 2023 to October 2023

Store Manager

Rachel Brazee - #128 La Quinta John Fletcher - #70 Norwalk

Assistant Manager

Ken Colbert - #115 So. La Sierra Kelly Fernandez - #134 La Mirada Brandon Holley - #105 29 Palms Jasmine Montez - #61 Bloomington Steven Patterson - #86 Beaumont Anthony Ramirez - #202 Pasadena Tania Smadi - #35 Baker Taylor Wood - #172 Moreno Valley

Meat Manager

Efren Apodaca - #186 Bressi Branch Christopher Argueta - #144 E. Lancaster Luis Cisneros - #118 Victorville

Stepping into a Brighter Future

By Annaley Becerril

In the spirit of giving, Stater Bros. Charities recently teamed up with Nestlé NIDO to extend a helping hand to Shoes That Fit, a wonderful nonprofit dedicated to providing new shoes for children in need. The result? A heartening donation at a local San Bernardino elementary school, where students received a brand-new pair of athletic shoes. Over 600 pairs of shoes were donated to help empower kids to play, have fun, and learn.

Thank you for being a part of this incredible journey of giving, and we look forward to continuing to make a difference together.



Springs

Washington

Meat Manager Cont.

Ceazer Compian - #12 So. Rialto Brad Durrer - #130 Palmdale/Ave. S Jakob Labrecque - #84 Desert Hot

Adolfo Lozano - #109 Ridgecrest Chealsea Patten - #189 Elsinore Jesus Robles - #168 Grand

Service Deli Manager

Alisa Diederichs - #111 So. Sun City Jennifer Harris - #115 So. La Sierra Eric Hernandez - #141 Santa Clarita Marshawnda Henderson - #117 Colton/

Ballie Masot - #125 Oak Glen/Yucaipa Brenda Rivera - #24 Del Rosa Alex Silva - #105 29 Palms Tonette Tapia - #123 No. Victorville

Bakery Manager

Desiree Gonzales - #2 Baseline Audra McDermott - #143 La Paz Audrea Morgan - #147 Huntington Beach Cortanny Myers - #199 River Road Kathyn Stonick - #105 29 Palms Ericka Thomas - #181 No. Palm Desert

Produce Manager

Jacky Leon - #61 Bloomington Magaly Pineda - #143 La Paz Raul Reyes - #178 Bear Valley



Congratulations on Your Retirement

48 Years

Randy Woodward

Purchasing

Store 8

Store 205

Equipment

Purchasing

Retail

Operations

Marketing

Store 129

Store 48

Store 71

Store 90

Store 177

Store 52

Store 150

Store 2

Store 27

Store 105

Store 152

Store 200

Store 201

Store 136

Store 103

Transportation

Accounting/Finance

45 Years

David Homsher Gary Knick

44 Years

Brian Plein

Sylvia Shermer Human Resources

43 Years

Daniel Mason

Kenneth Hughes

42 Years Larry Orozco

40 Years

Marie Matter Gregg Crider **Robert Powers** Laura Mclain

39 Years

Gabriella Cavalier James Girkin

38 Years

Christina Gray

37 Years

Rebecca Ventresca Arely Henry Paul Tavares Rachelle Bajema Terry Tamashiro Debbie Ramirez

36 Years

Val Torres David Lafarga

35 Years

Mary Amiot David Rolland

Christopher Solo

34 Years Cathy Rodriguez Kimberly Gothier Robert Chene Hong Nguyen Millin Selby

Laurene Ourique

33 Years

Jesus Melgoza Felipe Vega Michael Grabner Joseph Venegas Bruce Bennett

32 Years

Christopher Bover

30 Years

Wendy Guerri Jose Martinez Gino Valencia

Regina Warfield

27 Years

Jerome Gipson Jr Edward Morales

26 Years Michael Navarre

25 Years

Paul Boucher Dale Paul Rodney Golden Linda Groendyke Victoria Mendiola Jerry Hartjoy Jr

23 Years

James Eberhardt Accounting/Finance Terahann Park

Store 111 Store 152

Accounting/Finance Training Store 105

Store 177 Fleet Maintenance Store 23

Construction Administration

Store 148 Store 171

Richard Yanez Jr

24 Years

21 Years Reinder Vander Werff Transportation Store 143 20 Years

22 Years

David Baeza

Michael Sandell

Jesus Delgado

Adriana Sando

Jamie Christenson

19 Years

Produce Warehouse Store 36

Store 145

Retail Operations

Store 105

Transportation

Transportation

Transportation

Store 128

Produce Warehouse Transportation Security Store 119 Store 185 Store 205

Transportation Store 134

17 Years Noe Ramirez Catherine Roman

15 Years Ann Coakes Honoria Mendoza

14 Years David Harris Thomas Leale III

12 Years

Christine Faiardo Pablo Guzman 9 Years

Reynalda Perez William Eberly

> 4 Years James Lirette Jr

3 Years Stacey Bergkvist

1 Year

Chad Babb Tammy Weaver Bruce Jenson Jennifer Duncan **Shopping Safely:**

Tips from our Security Department to Keep Your Holidays Merry and Safe!

The holiday season is upon us, and as the days sparkle with lights and cheer, it also brings a rush of crowds to busy shopping centers. At this time of joy and celebration, it's important to keep safety in mind while navigating your shopping experience. Our Security Team has some valuable tips to ensure your holiday is enjoyable and safe.

1. Plan your shopping spree:

Make a list, organize your route, and inform someone close to you about your plans. This simple step ensures someone knows your whereabouts, providing an extra layer of security.

2. Stay alert and aware:

Be aware of your surroundings and trust your instincts. If something doesn't feel right, alert nearby store personnel or contact law enforcement immediately. If you see something, say something.

3. Shop in pairs or groups:

There's truth in the saying, "Safety in numbers." Shopping with friends or family not only adds to the fun but also enhances your safety. Criminals are less likely to target individuals who are with others. Plus, it's more enjoyable to do your holiday shopping with loved ones!

4. Secure your valuables:

Avoid wearing expensive jewelry or carrying large amounts of cash. Keep your valuables secure and out of sight to deter potential thieves. Consider using a crossbody bag or a fanny pack to keep your valuables close to your body.

5. Be cautious in parking lots:

Park in well-lit areas close to the store entrance if possible. Always lock your car, and never leave valuables in plain sight. This would include cellphones, laptops, backpacks, shopping bags, and purses. If you feel uneasy, request a store employee or security personnel to accompany you to your vehicle.



Security

Grocery

Store 22

Store 160

Store 138

Store 146

Store 138

Store 157

Store 71

Store 135

Store 141

Store 32

Store 139

Store 202

Store 103

Construction

Store 48

Store 178

Store 183

Administration

Accounting/Finance

Warehouse

Wrap Up Your Holiday



6. Prevent package theft:

Use a delivery locker or schedule packages to be delivered when you are home or when a neighbor can pick them up from your porch.

7. Protect yourself from credit card fraud:

Inspect Automated Teller Machines (ATMs), Point of Sale (POS) terminals, and other card readers before use. Look for anything loose, crooked, damaged, or scratched. Don't use any card reader if you notice anything unusual. Keep track of your cards and report any lost or stolen cards or suspicious transactions as soon as possible.

8. Protect yourself from cyber fraud:

When shopping online, use secure websites that use encryption to protect your personal information. Look for a padlock symbol in the address bar. Use strong passwords for your online accounts and monitor your accounts regularly.

By following these simple yet effective tips, you can enjoy a safe and secure holiday shopping experience. Let's make this holiday season memorable for all the right reasons - with joy, warmth, and, above all, safety.

Happy Holidays and Safe Shopping!

Your Security Department





EDITOR

Jonathan Lieu

WRITERS Annaley Becerril Jeannie Le Charlotte Wall

> **WEB** Samuel Cole

PHOTOGRAPHY Nicole Collier

GRAPHIC DESIGNERS Peter Betegh Shawn Gorton James Jackson Kelly Nelson

Thank you for reading!

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