



## January 1, 2020

“Be at war with your vices, at peace with your neighbors, and let every new year find you a better man.”

*Benjamin Franklin*

“Write it on your heart that every day is the best day in the year.”

*Ralph Waldo Emerson*

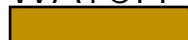
“Cheers to a new year and another chance for us to get it right.”

*Oprah Winfrey*

“The first step towards getting somewhere is to decide you’re not going to stay where you are.”

*J.P. Morgan*

## WATCH



## YOUR



## STEP



11.20.2008

*From KBTX.com, College Station, TX*

“An accident at Sanderson Farms in Bryan Claims the life of an employee. The Brazos County Sheriff’s Office says the incident happened Tuesday afternoon... Based on preliminary autopsy results, it appears the employee fell down the stairs and died of massive head injuries.”

Even some of life’s basic tasks can have deadly consequences. This story highlights the importance of keeping your mind and eyes on the task at hand.

When using stairs:

- ✓ Never run up or down the stairs.
- ✓ Focus on the stairs, not conversation or other distractions like reading, or your phone.
- ✓ Always look straight ahead when using stairs.
- ✓ Only take a single step at a time.
- ✓ Hold the handrail (maintain 3-point contact).
- ✓ Get help if you must carry something.
- ✓ For outside steps, be careful in wet weather.

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## How do YOU define Great Service?

Think about what YOU expect when you enter a restaurant, a hotel, or a store. How do you want to be treated?

What experiences stand out in your mind in a positive way?

Isn't it always the friendly, efficient and caring person that you remember the most?

Service is personal. It is how we treat each person we meet each and every day.

So, let's think about how we want to be treated and do that. It really is just that simple.



*"That was downright creepy. I called customer service, and I got a real human."*

## Aw Snap... Inventory Again!

A huge part of SONOCO's service is keeping our customer's house neat and clean. For example, let's think about that dining room. And all the stuff in it. ☺



Pretty hard to keep clean isn't it? Think how much easier to achieve our goal if we had a little less inventory on those shelves. Who really needs 19 bottles of chocolate syrup on a 12-man job?

So, about that inventory. Wouldn't your life be easier if you had the right amount? What you really need? Well, what IS the right amount, anyway?

It depends.

And that is where your knowledge, experience, expertise, and your professionalism matter the most.

No two platforms are the same, and so while one may eat hot sauce like crazy, another may avoid it like the plague. But they love peanut butter. And so on.

It is up to US to be aware of that, and to use our skills and judgement to adjust. Every time you order.

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Check your inventory and see

LOOK BEFORE YOU LEAP



what you have. Look in those cabinets. Check those cereals. Which ones are the movers? Order those. The slow movers? Maybe hold off until the next order. Or the one after that.

How about the eggs? Do you have enough? About a dozen per person per week is what you should have on hand.

Go down the hall or upstairs where the janitorial supplies are. Maybe in the bathrooms too?

Overstock of chemicals and paper is a problem. It's impossible to order properly, and the hands can't clean well around all that stuff that's crammed in there if it is overstocked

And often, they don't. :-(

## Order from your menu

This is a real opportunity to make your life easy on grocery day. Just order what you know you'll be serving. Not serving liver? Don't order it. Liberate that freezer space. Less lifting for all. And less clutter too.

## Make a List of Overstock Items

Keep the list handy and check it when you order.

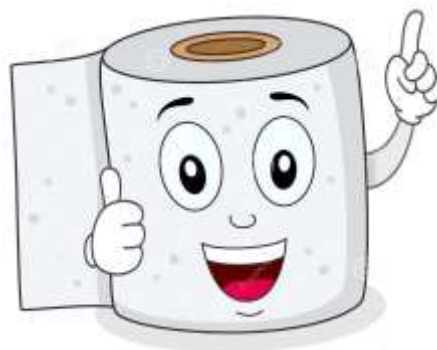
By **not** ordering each week, you work it down to the right level. Work them into your menu.

You can make killer baked goods with most of the cereals that are sitting on your shelf. Yeah, we're looking at you, Mueslix.



Base your order on POB

Know the number of people you'll be ordering for and base the order on that.



Hi. I'm toilet paper.

Please don't forget me when you order?

Thanks.

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## Convenience Items

Let's be honest. Yes, those pizzas are easy to use and so are the jars of roux, canned biscuits and instant potatoes.

But they don't compare to a scratch made biscuit or real mashed potatoes. We do our customers no service when we choose those items. They're just more costly.

So why carry them? Mainly for when extra people show up and you must have those mashed potatoes now.

And then we also have items for our customers who don't have a cook on their location. But us? Well, we're professionals, and that's our chosen career. We show it by making all of these great items ourselves. Not by opening a box and adding water.

And that's what separates the pros from the "cons" if you'll pardon the expression.



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## Don't Get Caught in a Number Rut

So often we see that what's being ordered is 12 of this, 12 of the next item, then 12, 12, 12, and on down the entire page. That can't be right can it? You really want 12 cans of sauerkraut? Probably not.

Check your stock and order what you need. It frees up space and makes your job easier when it comes time to order again.



We wish each of you a  
blessed, happy, and  
prosperous 2020!