

DECEMBER 2023



NORTH TEXAS BUSINESS ALLIANCE

NEWSLETTER

NEVER GIVE UP ON YOUR DREAMS



@THENTBA

NTBA PLUS APP!

**SCAN
ME**



CONTACT THE OFFICE  **(972) 242 - 0100**  **INFO@THENTBA.COM**

PREFERRED VENDOR LIST

VENDOR	CONTACT	PHONE	EMAIL
Air Up Vending	Robert Upton	(888) 272-5980	sales@airupvending.com
Amazon Lockers	Jordan Smith	(972) 242-0100	jordongs@amazon.com
Anheuser-Busch	Douglas, Lauren	(270) 860-8771	Lauren.Douglas@anheuser-busch.com
ATM Link Inc	Minhas Vellani	(281) 568-4443	sales@atm-link.com
Bajaria Law	Favad Bajaria	(214) 888-3070	favadbajaria@bajarialaw.com
Bang – Owned by Monster 9/1/2023	Dominic Pedri	(917) 455-4856	Dominic.Pedri@Monsterenergy.com
BARCELS	David Detherow	(702) 578-8654	david.detherow@grupobimbo.com
Ben E. Keith Beverages	Kevin Jackson	(214) 837-3951	KevinJackson@benekeith.com
BIMBO PASTRIES	Jesse Apolinar	(210) 488-3544	jesse.apolinar@grupobimbo.com
Biolyte	Griffin Nichols	(978) 660-5147	griffin.nichols@drinkbiolyte.com
BIOSTEEL	Ryan Latham	(469) 274-0844	ryan.latham@biosteel.com
Black Rifle Coffee	Josh Gallagher	(801) 718-6183	Joshua.Gallagher@blackriflecoffee.com
C Store Pro / PDI	Prasla, Alvin	(281) 207-3106	APrasla@pdisoftware.com
Campbell del by Yumi	Richard Araujo	(469) 389-9921	richard_araujo@campbellussales.com
Celsius	Erich Kleeman	(830) 456-1738	ekleeman@celsius.com
Coca-Cola	Tim Sullivan	(214) 864-2039	timothy.sullivan@cocacolaswb.com
CoinFlip	Kendal K. Brice	(312) 931-0824	kbrice@coinflip.tech
Community Coffee	Brad Kimberling	(972) 754-1555	bkimberling@communitycoffee.com
CONGO Brands	Megan Dimas	(210) 324-3519	MDIMAS@CongoBrands.com
Crompco	Garrett Brodie	(610) 276-5977	garrett.brodie@crompco.com
Dippin' Dots	Matthew Stark	(615) 584-9477	matsta@dippindots.com
Dr Pepper	Ron Anello	(972) 505-5077	Ron.Anello@kdrp.com
Dyna Distributing	Brian Johnson	(214) 709-7917	Admin@dynadistribution.com
Electrolit	Christopher Lyon	(972) 978-3379	Clyon@electrolitusa.com
Essentia	Reg Willis	(214) 289-6211	reg.willis@us.nestle.com
Eternal Water	Robert L. Young, Jr.	(972) 333-1641	ryoung@eternalwater.com
Evamor Water	Paul Amore	(504) 915-3601	pamore@evamor.com
Farmer Bros Coffee	Philip Carroll	(737) 276-9236	Philip.Carroll@farmerbros.com
FDR SERVICES	Operations	(979) 778-0333	operations@fdrservices.com
Felonious Assault Ins	Darrell Breeden	(512) 567-9797	darrell@breedenbenefitgroup.co
FIFCO	Cedric Smith	(314) 808-4809	Cedric.Smith@Fifco.com
Fiji	Jim Ruesy	(817) 564-5469	Jim.Ruesy@fijiwater.com
Frito Lay	Matt Custred	(817) 913-3348	mathew.custred@pepsico.com
Gatorade	Bobby Pickens	(469) 766-9562	Bobby.Pickens@pepsico.com
Ghost Energy	Jennifer Ray	(817) 614-1205	jennifer.ray2@anheuser-busch.com
Grocery Supply Co.	Larry Lane	(214) 850-6437	llane@grocerysupply.com
Harmon Fire Extinguisher Service Co.	Damon Harmon	(972) 785-1220	d.harmon@verizon.net
IMM	Casey Grovier	(214) 497-5724	CaseyG@immlatino.com
J & S Testing	Eddie Jones	(817) 237-1899	jstest@earthlink.net
LABRADA	Jason Smith	(800) 832-9946	jasons@labrada.com
Life Insurance	Darrell Breeden	(512) 636-3950	darrell@breedenbenefitgroup.co
Liquid Death Mountain Water	Michelle Gange	(707) 321-9923	michelle@liquiddeath.com
Mighty Flame Propane	Jonah	(877) 438-6444	jonah@JETGAS.COM
Modisoft	Saleem	(866) 216-8707	saleem@modisoft.com
Molson Coors	Mark Messina	(713) 306-0739	Mark.Messina@molsoncoors.com
Monster	Dominic Pedri	(917) 455-4856	Dominic.Pedri@Monsterenergy.com
Mother Parkers	Mike Jenkins	(817) 682-1182	mjenkins@mother-parkers.com
National Bitcoin ATM	Kendall Jasco	(949) 329-2845	kendall@nationalbitcoin.com
Nelson Bulk Propane (no Bottles)	Colton Wilson	(903) 874-5641	cwilson@nelsonpropane.com
Nesquik	Reg Willis	(214) 289-6211	reg.willis@us.nestle.com
NOVAMEX	Alejandra Cadek	(915) 594-1618	Alejandra.Cadek@novamex.com
NUTRABOLT - C4 Energy	Larry Anderson	(817) 727-0472	landerson@nutrabort.com

PREFERRED VENDOR LIST

VENDOR	CONTACT	PHONE	EMAIL
Pepsi	Bobby Pickens	(469) 766-9562	Bobby.Pickens@pepsico.com
Rambler Sparkling Water	Pete Popovich	(757) 880-2149	pete@strategycp.com
Red Bull	Craig Baker	(678) 427-6652	craig.baker@redbull.com
Reddy Ice	Customer Service	(972) 296-4271	customerservice@reddyice.com
Republic National Distributing Company	Jay Hulshouser	(214) 538-1215	Jay.hulshouser@rnc-USA.com
Ryse UP Sports Nutrition	Jennifer Walker	(239) 471-9314	jennifer@rysesupps.com
Savia Aloa	Pete Popovich	(757) 880-2149	pete@strategycp.com
TAS Environmental Services	Wesley Justus	(214) 970-9625	wjustus@taslp.com
TechMark	Casey Huberty	(612) 746-5095	chuberty@loyaltymarketing.com
Uptime Energy	Vincent Palmieri	(661) 210-9787	vpalmieri@uptimeenergy.com
Waiakea Water	Pete Popovich	(757) 880-2149	pete@strategycp.com
Wonderful Pistachio	Jim Ruesy	(817) 564-5469	Jim.Ruesy@fijiwater.com
World Pay CC Processing	Ilene Howard	(513) 680-6750	ilene.howard@fisglobal.com
Yumi Ice Cream	Darrell Roberts	(214) 630-2300	Darrell.Roberts@yumiicecream.com
Zen Water	Jennifer Booze	(312) 532-4286	jenniferbooze@zenwtr.com

NTBA CONTACT INFORMATION

Name	Title	Phone	Email
JAIME MCCLAIN	Member Relations Supervisor	(817) 789-0995	jmccaine@thentba.com
GERALD MCGLAUN	Member Relations Manager	(469) 516-9084	gmcclaun@thentba.com
JOE PARAMO	Member Relations Manager	(214) 769-0392	jparamo@thentba.com
JEFF WILLIS	Member Relations Manager	(469) 873-2357	jwillis@thentba.com

Customer Service Visits

- Your MRM will ask about current promotions, the stores' relationship with the vendors, if there are any opportunities that needs NTBA assistance, and contact vendors while at the store to expedite a resolution to any issues that might exist.
- The NTBA Member Relations Manager will survey the store (inside, outside, signage frames, cold vault, displays etc.) and give direction when required on proper POS placement and installation. In order to provide you with the best customer service, the NTBA Member Relations Manager will also take pictures for record keeping and referral.
- The NTBA Member Relations Manager will always identify opportunities and bring those to the attention of store personnel as a friendly observation. (ex. If the coolers are frozen up, the notification will be made so the store can take necessary actions and prevent the compressors from failing)
- The NTBA Member Relations Manager will visit stores for proactive and reactive calls for various reasons.



*Your **Member Relations Manager** is there to help you identify opportunities that can lead to increased profitability and efficiency improvement in your stores.*



2 FOR \$4
20oz Bottles

Plus tax and deposit where applicable.
Offer valid from 12/1/2023 to 12/31/2023



NTBA SPECIAL
North Texas Business Alliance Co-op.

MONSTER ENERGY
CALL OF DUTY MODERN WARFARE III

2/\$5.00

BUY ANY MONSTER ENERGY
GET BONUS CALL OF DUTY IN-GAME REWARDS

HOW TO ENTER

NTBA

bai Five Calories Sweet By Nature Antioxidant Infused

All 16oz Flavors **2/\$4.50**

Or one at regular retail • Offer valid from 12/1/2023 to 12/31/2023

NTBA SPECIAL
North Texas Business Alliance Co-op.

same delicious snapple, now better bottle. **2/\$5**

All 32oz bottles of Snapple[®]
Or one at regular retail • Offer valid from 12/1/2023 to 12/31/2023



NTBA SPECIAL
North Texas Business Alliance Co-op.

RED BULL GIVES YOU WIINGS.

2 for \$5 2 for \$6¹⁹

All Varieties 8.4oz Singles All Varieties 12oz Singles
Or one at regular retail price • Offer valid from 12/1/2023 to 12/31/2023

NTBA SPECIAL
North Texas Business Alliance Co-op.

open happiness™



16oz cans
Other valid from 12/1/2023 to 12/31/2023

2/\$3.30

NTBA SPECIAL
North Texas Business Alliance Co-op.

water the way nature intended.



1-liter bottles
2/\$5

Or one at regular retail
Offer valid from 12/1/2023 to 12/31/2023

NTBA SPECIAL
North Texas Business Alliance Co-op.

FOR THE HUSTLE



ALL 16oz FLAVORS OF ROCKSTAR
2/\$3.75

Or one at regular retail • Offer valid from 12/1/2023 to 12/31/2023

NTBA SPECIAL
North Texas Business Alliance Co-op.

IGNITE YOUR POTENTIAL



All C4 Ultimate Energy Drinks
Or one at regular retail • Offer valid from 12/1/2023 to 12/31/2023

2 for \$6.50

NTBA SPECIAL
North Texas Business Alliance Co-op.

UNLEASH YOUR FLAVOR

Offer valid from 12/1/2023 to 12/31/2023



2/\$3

NTBA SPECIAL
North Texas Business Alliance Co-op.

2/\$3.30 16oz cans or one at regular retail.



2/\$6.50 2-liter bottles or one at regular retail.

ADD GREAT TASTE TO THE HOLIDAYS



NTBA
North Texas Business Alliance Co-op.

Static Clings

RED BULL GIVES YOU WIINGS.



2 for \$6¹⁹
All Red Bull 12oz Singles

Or one at regular retail • Offer valid from 12/1/2023 to 12/31/2023

NTBA SPECIAL
North Texas Business Alliance Co-op.

MONSTER ENERGY
CALL OF DUTY MODERN WARFARE III

2/\$5.00

BUY ANY MONSTER ENERGY
GET BONUS CALL OF DUTY IN-GAME REWARDS

HOW TO ENTER

NTBA

2-liter Bottles

all 2-liter flavors of Coca-Cola



2/\$6.50

or one at regular retail

Offer valid from 12/1/2023 to 12/31/2023

12oz 12-Packs

THE ONE YOU GRAVE



12oz 12-pk. Cans
Dr Pepper, 7UP, A&W, Sunkist & Canada Dry

2/\$12.99

or one at regular retail

Offer valid from 12/1/2023 to 12/31/2023

12oz 12-Packs



12oz 12-pk Cans
7UP, A&W, Sunkist & Canada Dry

2/\$12.99

or one at regular retail

Offer valid from 12/1/2023 to 12/31/2023

Posters

Shelf Talker

\$500



November High Performers

WINNERS!







1 Star Beverage Garland Texas

Fuel Town #1 Dallas, Texas



THANK YOU FOR BEE'ing high performing!

December Promotions

RETAILER	ITEM	CASE COUNT	INVOICE COST	NTBA REBATE (If Applicable)	FINAL COST	RETAIL	*2 FOR MARGIN	* Single SRP	REMINDERS		
	2 Liter CSD	8	\$20.16	\$0.00	\$20.16	2/\$6.50	22.5%	\$3.69: 31.7%	<i>* Margins and cost are before any vendor rebates</i>		
	16oz CSD Cans	12	\$23.96	\$0.00	\$23.96	2/\$3.30	39.4%	\$1.99: 49.8%			
	12 Packs	12	\$12.49	\$0.00	\$12.49	2/\$15.75	20.7%	\$8.99: 30.5%			
20oz CSD (24 case) Don't forget that there is an incremental \$3.32 NTBA rebate per case everyday. 16.9oz Dasani Case - every day cost (1ct case) Invoice Cost \$4.20 Available remainder of the year; Suggested Retail \$5.99											
	20 oz CSD	24	\$32.00	\$4.60	\$27.40	2/\$4.00	43.00%	\$2.59: 56.0%	<i>* Margins and cost are before any vendor rebates. Texas and Oklahoma Stores</i>		
	1 Liter Brisk	15	\$14.63	\$1.00	\$13.63	2/\$3	39.30%	\$1.99: 54.3%			
	16oz Rockstar (all flavors)	12	\$14.05	\$0	\$14.05	2/\$3.75	37.60%	\$2.99: 60.9%			
	12pk Cans	2	\$10.20	\$0	\$10.20	2/\$12.99	21.40%	\$8.69: 41.3%	<i>* Margins and cost are before any vendor rebates. "Dr Pepper" brand products that are delivered by Coca-Cola or Pepsi in certain markets will follow the Coca-Cola or Pepsi ad calendar and pricing in those markets. Our contract is with KDP in Texas and KDP 7UP in Oklahoma. We currently do not have a program with Tyler Beverage and El Reno DP/7UP.</i>		
	<i>Texas and Oklahoma stores where DP brands are sold from the DP Truck / DP Markets - (serviced by KDP)</i>										
	12pk Cans 7up/Flavors / No DP Branded SKUs	2	\$10.20	\$0	\$10.20	2/\$12.99	21.40%	\$8.69: 41.3%			
	<i>Texas and Oklahoma stores where only 7up and flavors (NO DP brands) are sold from 7UP Truck / 7up Markets - (serviced by KDP 7up)</i>										
	Evian 1 Liter	12	\$17.80	\$0	\$17.80	2/\$5.00	40.60%	\$3.09: 54%			
Snapple 32oz	12	\$17.60	\$0	\$17.60	2/\$5.00	41%	\$3.49: 57.8%				
C4 Ultimate (no smart/or yellow can)	12	\$23.00	\$0	\$23.00	2/\$6.50	41.00%	\$3.89: 50.6%				
Bai 18oz	12	\$16.20	\$0	\$16.20	2/\$4.50	40%	\$2.99: 54.9%				
	Monster 16oz, 15.5 oz	24	\$38.39	\$0	\$38.39	2/\$5	36%	\$3.29: 51.4%	<i>* Margins and cost are before any vendor rebates. Texas and Oklahoma Stores</i>		
	<i>Texas and Oklahoma Stores; Includes NOS and Full Throttle Brands</i>										
	Red Bull 8.4 oz	24	\$38.75	\$0	\$38.75	2/\$5.00	35.40%	\$2.99: 45.8%	<i>* Margins are before rebate. Must have a secondary piece of equipment (cooler or display qualify) and maintain vault space to qualify for maximum rebates.</i>		
	Red Bull 12 oz	24	\$51.54	\$0	\$51.54	2/\$6.19	30.53%	\$3.99: 45.9%			
<i>Texas and Oklahoma stores</i>											
	2.69 size Lays	each	\$1.91	\$0	\$1.91	2/\$5.00	24%	\$2.69: 29%	<i>* Margins and cost are before any vendor rebates</i>		
	<i>* Margins and cost are before any vendor rebates. Texas and Oklahoma Stores</i>										

The following is a paid advertisement

Republic National Distributing Company



December Promotions (Texas Only)

HAPPY DAD Texas Edition Variety Pack 12/1 – 12/31

Everyday price- \$18.00 each

December price \$13.25 --> \$4.75 savings per unit

LOS CABOS RTD 187mL LONG ILND,MARG,STRAW,MANGO,WTRMELON-

12/1 – 12/31 Everyday price- \$1.40

December price \$0.74 --> \$0.66 savings per unit

SAINT HONORE SPARKLING BRUT AND BLANC DE BLANC 12/1 – 12/31

Everyday price- \$6.50

December price \$5.24 --> \$1.26 savings per unit

Korbel Brut and Xdry Champagne– 12/1 – 12/31

Everyday price- \$13.59

December price \$11.31 --> \$2.28 savings per unit



If you have any further **questions**, you can also reach:

Jay Hulhouser

Republic National Distributing Company

1010 Isuzu Pkwy., Grand Prairie, TX 75050

214-538-1215

Jay.hulhouser@rndc-usa.com





GROCERY SUPPLY COMPANY

Impacting Lives Through Exceptional Service



GSC ITEM ID #688960
CLASSICA BOTTLE
6 / 16 OZ \$20.14

GSC ITEM ID #901082
SPICY LIQUID
6 / 16 OZ \$20.14



OCB BROWN RICE CONES

24 COUNT | \$33.05

GSC ITEM ID #253269 3 PK KING
GSC ITEM ID #753129 10 PK MINI
GSC ITEM ID #753244 6 PK CONE

Retail @\$2.49 for 44.7%



GSC ID # 601203 CAMPBELLS MW CHICKEN NOODLE BOWL
GSC ID # 626622 CAMPBELLS MW CNH CHILI FIREHOUSE
GSC ID # 626630 CAMPBELLS MW CNK CHILI ROADHOUSE
GSC ID # 856062 CAMPBELLS MW CHNKY CHKN NOODLE
GSC ID # 856070 CAMPBELLS MW CKY BEEF CN VEG
1 / 15.25 OZ \$3.34 EACH RETAIL \$5.15 @ 35%



ETHEL'S Snack Bars from Bon Appetit

9 CT/1.25oz \$12.86 Retail \$2.39 @ 40%

GSC ITEM ID #740050 | CINN CRB
GSC ITEM ID #740027 | BR PECAN DNDY
GSC ITEM ID #740043 | BR RSPBY CRMB

KELLOGG'S EGGO WAFFLE

1 / 12.3 OZ \$3.18 Retail \$5.29

GSC ITEM ID #723403 HOMESTYLE BLUEBERRY
GSC ITEM ID #723387 HOMESTYLE WAFFLE



Contact your GSC Representative for an exciting new NTBA Customer Program and for more product information from GSC:

Michelle Long - Dallas, TX | 214-533-6765 | mlong@grocerysupply.com
Herman Cortez - Ft. Worth, TX | 214-223-7178 | hcortez@grocerysupply.com
Mike Reaves - Waco, TX | 817-366-0733 | reaves@grocerysupply.com
Rob Willie - Oklahoma | 405-826-0368 | rwillie@grocerysupply.com
Margrett Wright - Northeast Texas | 214-693-3645 | mwright@grocerysupply.com
Kevin Craig - East Texas | 903-262-7373 | kcraig@grocerysupply.com

GSC offers \$100 potential signing bonus for new customers!

To sign up for weekly MARKETPULSE, send your email address to SALES@GrocerySupply.com



LIMITED TIME **HOT** DEAL!

Deal: 1Liter / 33.8OZ = **\$9.50 OFF** – NET Invoice PRICE \$9.50

Accounts: ALL NTBA ACCOUNTS

SKUs: 12 x 1L/33.8OZ

Promo Period: DECEMBER 1, 2023 – DECEMBER 31, 2023

zenWTR™
1 Liter BOGO
(50% OFF):
DECEMBER 2023

ZENWTR FEATURES

Ultra-Pure 9.5pH Alkaline Water

- ZENWTR is vapor distilled, the gold standard in water purification
- Crisp & clean, its purity you can taste

100% Recycled Ocean-Bound Plastic Bottles

- Each bottle is made from up to 5 plastic bottles rescued from at-risk coastal environments
- Prevents ocean pollution!



The SBA Loan Experts® is not associated with SBA.gov and is a private business providing Consulting Services for Small Businesses.



EXPERIENCE - EXPERTISE & EXCELLENT CUSTOMER SERVICE

Grow Your Business with a Micro Loan

High approval rate as the loan amount is calculated based on your gross revenue as opposed to net income, which allows more business owners to qualify.

PRE-QUALIFICATION REQUIREMENTS: 2 Years Business Tax Returns & 700 FICO Score

- Get up to \$150K for 10 years
- Expedited processing
- No collateral required
- No prepayment penalty
- Less documentation to pre-qualify

Buy a Business 10% Down Payment

- Business Goodwill loans
- Real Estate purchase loans
- Partner buy out loans (\$0 down in most cases)
- Refinance - 100% loan balance
- Construction/Remodeling loans
- Franchise financing
- Any other business finance needs



TheSBALoanExperts.com
info@TheSBALoanExperts.com
1-844-SBA-4-BIZ
817-786-3338



The following is a paid advertisement



NATA
-USA-
NATIONAL ALLIANCE OF
TRADE ASSOCIATIONS, LLC

Employee Guidance During Difficult Time

WE LIVE IN HIGHLY VOLATILE TIMES.

During rising social tension related to war in the Middle East and Eastern Europe, an upcoming U.S. presidential election, along with other divisive topics in the news daily, remaining calm and neutral can be challenging at times. Remember that you are at work assisting and serving customers who patronize your business, and you are not there to engage in theoretical political discussions with your customers, vendors, and coworkers. Engaging in political and divisive conversations can be disruptive and harmful to a positive and friendly work environment. As politics around the world get more divisive, it is virtually impossible for us not to engage in these topics since they are discussed everywhere in the news, on social media, and even in our work environment. Also, these types of conversations can create tension at work, so don't do it; nothing good is going to come of it.

YOUR ROLE AS AN EMPLOYEE.

As an employee, your job is to serve your customers with respect and to remain productive during your shift. Political views are rooted in our individual lives, upbringing, and social circle. As a result, people can become very expressive and passionate about their beliefs. Often, these individuals are easily offended by those who do not share their individual views. As you have no doubt seen on social media, sometimes customers can become angry over almost nothing. So, imagine how these customers will react to you disagreeing with their views and beliefs if you engage in a contested topic with them. It is simply not worth the risk. Some employees mistakenly believe that they have a protected First Amendment free speech right when working. The constitutional protection only prevents intrusion by the government, not private employers.

HOW TO AVOID DISCUSSING POLITICS WITH CUSTOMERS AND VENDORS AT WORK.

Here are some helpful tips to avoid difficult situations.

- 1 What do you do when someone asks your opinion or your position on a political or divisive issue? You should politely and respectfully decline to engage in such discussions. You could say something like you don't discuss politics at work or I am not comfortable discussing this matter.
- 2 What if someone says something offensive to you? It is important to address their comment respectfully and then shift the conversation to another topic. You deal with 100s of customers daily, so use your people skills to deflect the conversation in a different direction. Let them know about a promotion your store is running, for example.
- 3 What do you do if a customer gets too angry or offensive? If possible, summon help from another employee to handle the offending customer. Politely move to the next customer if you have a line forming and keep moving.

Remember, you are not at work to win awards for debating divisive issues with others; you are simply there to do your job in a responsible, courteous, and professional manner.

Tom's Business "TIPS"
"To Improve Profits"

Do You Use A Daily/Shift Checklist?

Sometimes I have difficulty deciding what topics/issues to discuss with you each month. There are times when a 'Topic' just presents itself. My wife, Lexie, and I go out to lunch frequently on Fridays. Typically, we visit fast-food restaurants; however, a particular one has caught my attention on more than one occasion. A recent lunch stop, which we tried to do before the noon rush, was a little frustrating. You would think that a business (like a fast-food restaurant) would have everything filled, cleaned, and ready for business before they opened their doors each day. We walked in shortly after they opened, and I checked out the rest room and noticed the paper towel dispenser was empty, and the trash was full! As I went into the restaurant, my wife gave me a cup to fill with our favorite beverage. I noticed the napkin dispenser and straws were both almost empty. You may be thinking to yourself, "well, maybe this was a one-time occurrence." Let me assure you it was not the first time. Obviously, this store does not maintain a shift/daily checklist. I assume they expect their employees to remember what needs to be done. Well, I have a news bulletin for them, it's not working. Every business, retail or other, needs a daily checklist to be sure things are done every day. I am a big believer in faithfully completing Daily Shift Checklists. At my stores, each shift had duties to perform. The last shift of the day (which for us ended at 7:00 a.m.) would put the checklist in their shift paperwork. I made a real effort to look for this document each morning, since there were usually notes on it directed to me. For example, notes may indicate a particular canopy/pole light that was out, a nozzle was leaking, or something similar. Usually, the notes were not an urgent or emergency situation but given enough time (delay) in handling the problem, it could become one. We have a checklist posted on our website, under Business Reports & Forms – *C-Store Daily Checklist*. This may not work for everyone, but it gives you a starting place. Download this document and make it specific to your store. I've seen some stores use a checklist under a plastic cover and they use a grease pencil to check off the duties performed. I prefer the individual sheet of paper, since it also serves as a reminder for me to look for important notes. I believe if you start using a tool like the *C-Store Daily Checklist*, situations will not occur at your store(s) like the fast-food business mentioned in my opening paragraph.

I know I have been writing a lot about 'Employee Theft'. I hear that from my wife as she critiques my newsletter each month. So, I think to myself, maybe I'll take some time off and not mention it for a month or two, but then something pops up and I find another reason to add 'Employee Theft' to my next newsletter. Something occurred after my last Tom's Tips that I want to share. A retailer here in KC posts shoplifters at his store, attempted hold ups, and even employees stealing on *YouTube*. He wrote me after last month's *Tom's Tips* to tell me he recently caught (and fired) three employees stealing. I call it his 'Wall of Shame'. It's simply amazing how all his employees and most of his customers know he has an elaborate camera system in his stores, and they still try to get away with stealing. Maybe you should try implementing your own 'Wall of Shame' when you catch employees and customers stealing from you.

Recently I witnessed another unpleasant situation occur, and I thought I should pass it along. I entered a hardware store and could not help but hear a manager (I assumed) yelling at a store employee. Now I say 'yelling' because he could have been heard at the back of the store. Whatever happened to cause this manager to berate a fellow employee within earshot of many store customers must have been horrific. I will admit I was guilty of doing the same thing when I was a young entrepreneur, but not for long. I heard something many years ago that stuck with me to this day:

“Criticize in private, compliment in public”

Nothing anybody does deserves to be disciplined in public. I felt sorry for the employee; but I also felt sorry for the manager, because it was obvious to me that the environment at that store was not a place to work at OR shop at.

Here’s a personal pet peeve of mine, slow pumps. Recently, while fueling up at a local store (in the rain), the fuel was pumping so slowly that I finally had to stop before my tank was full. Here is my suggestion to you, especially with winter coming, be sure your dispensers are fueling properly. If you have not changed the filters in a while, consider doing it. With winter almost upon us, customers do not want to wait needlessly in the bitter cold while your dispensers work slowly. For many of you, filter replacement is easy. It’s a simple spin-on filter. If you are not sure, ask your pump service company how to do it. Most stores should replace the filters twice a year, high-volume locations probably more often. Do it today, it is a customer service item!

Keeping with my commitment to share some items we feature on our website each month:

Business Forms & Reports For Your Business:

- a. Mass Attack in Crowded & Public Places – the report was made available by the US Dept. of Homeland Security. This is worth reading for you, your staff, and your family.
- b. Mission Statement – this brief statement tells your staff (and customers) what you are all about.
- c. Quick Employment Application – this is a must-have document to have on-hand when a new applicant comes into your store, any day, any time.

If you would like to improve your store sales and profits, give me a call or email. If you are a supplier or organization with retailers, and they are struggling to maintain profitable stores, please reach out to me. We can help these stores operate more efficiently and improve profitability!

“Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is love what you do.”

Steve Jobs

Don't be a victim of the 5 Dangerous Words –

‘Maybe I’ll Do It Tomorrow’

Do it today because tomorrow (~~could be~~) will be too late!

Article By: Thomas W. Terrono
T&S Management Services, LLC
www.tsmanagementservices.com



Financial Services Resources for Jamati Members

**Request a 1 on 1 private and confidential
consultation for credit & debt services:**

<https://bit.ly/cds1on1>



**Request a 1 on 1 with an internal SME for Multi-
Generational Wealth Management and Protection:**

<https://bit.ly/requestMWMP>



**Request assistance with ALL other
financial services:**

<https://bit.ly/fsrequest1>





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 Dallas, Texas 75248
 Phone: 972.242.0100
 Fax: 972.242.0075**

Email: info@thentba.com



Contact CAB

For cost-free, confidential, and compassionate dispute resolution services to assist with matrimonial, commercial, or family conflicts, please contact your Regional CAB Chairperson by calling 1-855-US-CAB-63 (1-855-872-2263) or email us at ncabusa@gmail.com.

Contact ACCESS

Jamati Members can reach ACCESS volunteers and SSN professional case managers 24 hours a day, 7 days a week electronically through a [service request form](#) or by calling 1-844-55-ACCESS (1-844-552-2237). All inquiries are confidential.

FOCUS USA

Are you prepared for a severe weather event or natural disaster? Visit [FOCUS USA](#) or call 1-877-FOCUS-59 (1-877-362-8759) for additional support.

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Quarterly Rebate Payment Timing	
Quarter 1 January 1 - March 31 July 29 - Latest Expected Date for Q1 Rebate Check	Quarter 3 July 1 - September 30 January 28 - Latest Expected Date for Q3 Rebate Check
Quarter 2 April 1 - June 30 October 28 - Latest Expected Date for Q2 Rebate Check	Quarter 4 October 1 - December 31 April 30 - Latest Expected Date for Q1 Rebate Check



NTBA

North Texas Business Alliance Co-op

MERRY CHRISTMAS

Let's wrap up this year with love, gratitude, and
the spirit of giving.