General Manager FYI
April 23, 2020
No action needed

SALES

- March 2020 sales were **up 3.2 %** compared to March 2019. We experienced an increase in sales in early March due to COVID-19 panic buying, but Prepared Foods and Bakery did not see in an increase at all. They both experienced a significant decrease. We rolled out changes in PF (prepared foods) in response to COVID-19, such as closing down the salad bar, initially changing the hot bar from self-service to full-service, and then closing it altogether. The Campus location was closed after Spring Break because of the stay-at-home order.
    - Grocery was up 10.0%
    - Wellness was up 22.9%
    - Produce was up 17.1%
    - Meat was up 19.1%
    - Bakery was down 16.2%
    - Prepared Foods was down 32.8%
    - Campus was down 43.6%

- New Ownerships: New ownership rates slowed significantly with the stay-at-home order.

| | 2017 | 2018 | 2019 | 2020 |
|---|---|---|---|---|
| December | 60 | 71 | 56 | |
| January | 124 | 113 | 116 | 82 |
| February | 137 | 84 | 75 | 161 |
| March | 85 | 81 | 78 | 52 |

CUSTOMER SERVICE

- Customer Experience Survey results: Obviously the decline in "availability of products" is a result of the drastic increase in out-of-stocks (decrease in on-hand items) because of both panic buying and supplier shortages during the initial COVID-19 scare.

| | Mar-19 | Mar-20 |
|---|---|---|
| Overall Satisfaction | 76% | 69% |
| Availability of Staff | 76% | 75% |
| Friendliness of Staff | 82% | 85% |
| Helpfulness of Staff | 81% | 75% |
| Cleanliness of Store | 73% | 75% |
| Availability of Products | 58% | 36% |
| Greeted by Someone Other Than Cashier | 72% | 62% |

## OPERATIONS (abbreviated because of daily updates from the GM)

### Center Store:

- Supplier and manufacturer out-of-stocks are improving.

### Produce:

- Produce supply has been consistent and sales have been through the roof.
- A Produce employee was promoted to department lead.
- Plant starts are now available.

### Meat:

- Meat sales have been strong during the COVID-19 pandemic, so far.
- The walk-in refrigerator in the Meat department needs to have the compressor replaced. We're working with Yellow Duck on that.