

General Manager FYI
September 27, 2022
No action needed

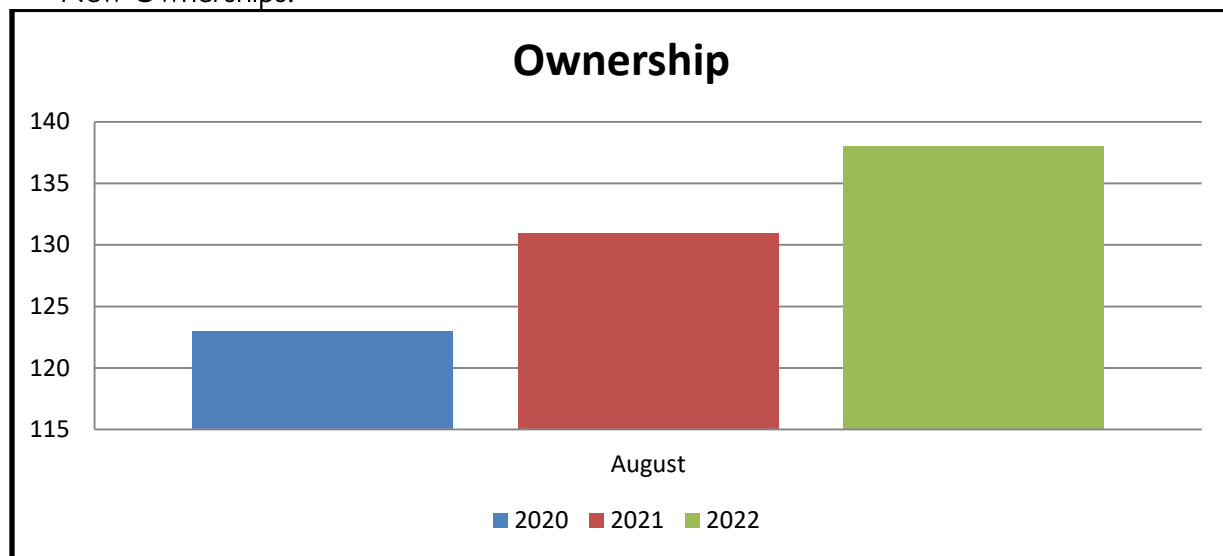


OPERATIONS UPDATES

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

August	2020	2021	2022	Difference
Total Sales	\$ 891,840.69	\$ 908,364.71	\$ 962,934.00	6.0%
Grocery	\$ 413,465.79	\$ 415,130.14	\$ 426,490.29	2.7%
Wellness	\$ 119,298.20	\$ 122,420.19	\$ 112,388.30	-8.2%
Prepared Foods	\$ 107,556.31	\$ 139,303.99	\$ 167,351.44	20.1%
Bakery	\$ 55,885.44	\$ 48,788.42	\$ 50,161.55	2.8%
Meat	\$ 83,338.61	\$ 73,584.46	\$ 79,353.75	7.8%
Produce	\$ 111,404.07	\$ 105,031.44	\$ 120,045.33	14.3%
Campus	\$ 3,574.19	\$ 5,658.99	\$ 9,402.01	66.1%
Customer Count	27,994	30,653	33,599	9.6%
Basket Size	\$ 31.12	\$ 28.54	\$ 27.77	-2.7%

- New Ownerships:



CUSTOMER SERVICE

- Customer Experience Survey results:

	Aug-20	Aug-21	Aug-22
Overall Satisfaction	74%	83%	75%
Availability of Staff	74%	79%	76%
Friendliness of Staff	82%	88%	85%
Helpfulness of Staff	80%	79%	81%
Cleanliness of Store	80%	88%	81%
Availability of Products	52%	60%	52%
Greeted by Someone Other Than Cashier	62%	54%	55%

Customer Experience Survey Comments

- Comments are attached in an excel spreadsheet.

Sustainability Committee Meeting Notes – August 24, 2022**Review of last month's notes for updates & action items:**

The committee did not have any edits or updates to share.

Bulk Water:

- Melinda and Chloe did not have any updates.

Monthly Sustainable Features (No updates here):

- September: Russ, feature on beer - *Chloe will follow up with Russ about his piece on beer.*
- October: Co-op Month and Fair Trade Month
- November: Susan - Benefits of Pasture-raised Poultry (Due October 15)
- December:

Master Recycler's Program:

The committee did not discuss any update on the recycling program.

Municipal Composting/Inland Northwest's Organics Program:

- Melinda and Chloe shared a brief update on the conversation they had with Stevie of Inland Northwest and Appearances.
- A municipal organics program is approximately 3 years out.

- Inland Northwaste/Appealances are interested in collaboration with the Co-op on education efforts for our customer base and the general public
- The cost of recycling is not a separate line item on the City of Moscow's utility bill. Recycling should be separate and garbage should cost more.
- Inland Northwaste is potentially interested in purchasing a glass-to-sand machine, (also want to sell the sand)
- Mia mentioned Tyler Palmer's effort to establish an opt-in composting/organics program instead of a bundled composting/organics program. She said to write in to Tyler to share the need to have a bundled program to get increased buy-in and community support.
 - Tyler Palmer's number: 208-883-7097

City of Moscow Draft Climate Action Plan:

- Chloe will print a copy for Miriam and will leave it at the front end of the store.
- Stevie (Inland Northwaste) shared with us that this is not the first edition of this plan.
- This will be removed from this agenda and committee members can reach out to share highlights or interesting comments

Topics for next month (September):

- David found many articles on glass-to-sand process, he will send them after he has them organized
- The public can drop off compost at the PCEI site (separate system from the Co-op's digesters)

Discuss next meeting date/time

Wednesday, September 28, 2002

Operations Information

E-commerce

- WebCart is nearly ready to go live for customers. We launched the first week of September but then took it offline because we discovered some usability issues that were negatively impacting the customer experience.

Business Context

- The 2022 NCG Trends Report was published in September. I've attached it for your reference.
- I've also attached a trends report published by FMI, The Food Industry Association for your reference.

Produce Professional Development

- Logan, the Co-op's Produce Manager, recently had the opportunity to attend a 2-day farm tour sponsored by one of our distributors, Organically Grown Company.
- The group visited 7 different farms in the Columbia River Gorge and the Willamette Valley.
- They also visited a world class pear packing facility
- Logan had the opportunity to meet several of the producers we buy from through Organically Grown Company

Human Resources

- We are slowly catching everyone up on in-person classes for new hires (in this case, for everyone) on Customer Service, the Co-op Way, and Marketing at the Co-op. We're hoping to have everyone through the series by the end of the year.

SBDC

- In early September I participated in a local roundtable discussion facilitated by the Small Business Development Center. I had the chance to learn some new things, make some new contacts, and network with contacts I haven't seen in a while.

NCG Fall meeting

- I attended the NCG Fall Meeting last week. It was a great meeting and really nice to see people in person (some of whom I haven't seen since before COVID).
- I participated in a professional development breakout session dedicated to multi-year planning. I also participated in a UNFI breakout session where I learned about some services that we don't yet take advantage of.
- Part of the meeting was spent at an NCG programs fair. I brought home a lot of great information about additional support our co-op has access to and some cool swag for staff.
- I've scheduled a follow-up call with a regional Resource Manager for mid-October so that I can ask follow-up questions and ensure that we're getting the most out of our membership.

Promotions Planning

- Please see the attached Promo Playbooks.

Marketing Updates:

- Please see that attached update document.