General Manager FYI
December 20, 2022
No action needed

MOSCOW FOOD CO+OP

OPERATIONS UPDATES

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

October	2020	2021	2022	Difference
Total Sales	$879,043.56	$1,011,092.91	$1,007,067.84	-0.4%
Grocery	$413,822.69	$469,717.50	$456,380.17	-2.8%
Wellness	$110,552.25	$143,555.91	$117,216.71	-18.4%
Prepared Foods	$111,240.99	$144,963.45	$175,822.04	22.0%
Bakery	$57,769.77	$55,299.14	$57,191.98	3.4%
Meat	$82,692.99	$83,243.96	$79,356.96	-4.7%
Produce	$100,594.26	$106,658.21	$108,505.88	1.7%
Campus	$5,090.56	$10,879.95	$15,883.71	46.0%
Customer Count	28,151	31,648	34,555	9.2%
Basket Size	$30.24	$30.17	$28.07	-7.0%

- We held a big Owner Sale in October 2021 that we did not repeat in October 2022. This decision had an impact on October sales and basket size.

November	2020	2021	2022	Difference
Total Sales	$ 813,174.51	$ 896,158.18	$ 941,492.60	4.8%
Grocery	$ 380,942.20	$ 401,080.29	$ 413,460.58	2.5%
Wellness	$ 102,561.73	$ 114,393.00	$ 113,374.17	-0.9%
Prepared Foods	$ 96,811.14	$ 135,020.00	$ 156,468.32	14.7%
Bakery	$ 51,320.54	$ 52,086.09	$ 59,837.95	13.6%
Meat	$ 81,961.45	$ 75,114.12	$ 80,357.04	7.0%
Produce	$ 98,402.83	$ 110,847.06	$ 111,771.06	0.8%
Campus	$ 3,119.87	$ 8,217.62	$ 9,944.62	21.0%
Customer Count	24,957	27,745	29,259	5.5%
Basket Size	$ 33.67	$ 31.20	$ 31.03	-0.5%

- New Ownerships:

CUSTOMER SERVICE

- Customer Experience Survey results:

OCTOBER	Oct-19	Oct-20	Oct-21	Oct-22
Overall Satisfaction	73%	79%	73%	84%
Availability of Staff	60%	62%	67%	65%
Friendliness of Staff	73%	92%	80%	82%
Helpfulness of Staff	69%	81%	74%	75%
Cleanliness of Store	69%	79%	82%	84%
Availability of Products	48%	34%	47%	54%
Greeted by Someone Other Than Cashier	54%	70%	53%	54%

NOVEMBER	Nov-19	Nov-20	Nov-21	Nov-22
Overall Satisfaction	77%	86%	72%	71%
Availability of Staff	53%	77%	67%	74%
Friendliness of Staff	90%	95%	81%	77%
Helpfulness of Staff	90%	95%	77%	74%
Cleanliness of Store	70%	89%	74%	68%
Availability of Products	37%	68%	41%	45%
Greeted by Someone Other Than Cashier	77%	80%	56%	63%

Customer Experience Survey Comments

- Comments are attached in an excel spreadsheet.

Sustainability Committee Meeting Notes

11.30.2022
Meeting via ZOOM - Present: David, Mia, Russ, Susan, Josh, Melinda, Chloe

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Review of last month's notes for updates & action items:
The committee did not have any edits or updates to share.

Monthly Sustainable Features (No updates here):
- December: Sustainable gift-giving/gift-wrapping. (completed)
- January: Sustainable Supplements or Composting as a Resolution - Susan!

Bulk Goods at the Co-op:
Following up on the conversation started at the October committee meeting. Committee members were invited to check out the department and share any suggestions they may have in marketing/communicating bulk purchases:
- Miriam: Feature recipes on how to cook bulk products (like rice, lentils, beans, etc)
- Mia: Did research on The Rounds (and logistics of delivering body care) and product cost/labor to make deliveries seems high. Mia made a presentation with information here with information found from McKinsey and photos of the bulk departments in other stores
- Idea - should individual bottles be lower or higher on the shelf and actual bulk products be at eye-level
    - Integrate bulk items with the individually-bottled items so folks may purchase bulk when they were originally going to purchase individual bottles
- Using the word "refillables" instead of "bulk bodycare"
- Progress update: We are out of EcoToGo boxes and the entire top-set of the salad bar will be reorganized when those arrive
- Reminder: To go look at the set-up and height level of the current bulk products. (Miriam)
- Next steps: Melinda will present some of this information to the Wellness Dept. for considerations on growth and space updates for 2023.

Committee Annual Work Plan:
- David emailed a list of suggestions and feedback. He would like to wordsmith and edit components of the plan.
- The committee is the target audience of the work plan to guide and lead our work on an annual basis.

Other Committee Updates:
- Idea to offer a class/presentation on using bulk items/refillables (potential part of a Co-op Store Tour-style event

- Was there a direct-to-consumer company shipping "green" products? (Miriam's comment from 2022 EarthFest)

Topics/assignments for next month (January):
- Review year of writing topics (Draft 3 of the Annual Work Plan)

Topics for Post-January meeting:
- Earth Month Planning:
    - Miriam has been in touch with Inland Northwaste RE: their Earth Day events
    - Miriam will meet with Chloe soon and will join Inland Northwaste for a meeting in or after January (meeting w Appearances in planning their Earth Day events)
    - We'll postpone discussing/event planning until after these meetings take place

Discuss next meeting date/time:
No meeting in December
January 25 - 12:30 - 1:30 p.m. via Zoom
March 22 - 12:30 - 1:30 p.m. via Zoom

Operations Information

Human Resources
- Open Enrollment for benefits took place at the Co-op in December. We're absorbing a 15%+ increase in costs for 2023.
- On January 1, all staff will receive a one-time cost-of-living adjustment ($1/$1.50) to their hourly pay rate.

FARE Idaho's 1st annual trade event
- FARE Idaho is holding its first annual conference and trade fair January 19th in Boise. I've been invited to participate as part of a panel presentation on building relationships with local farmers/producers.

Palouse Clearwater Food Summit
- The annual Food Summit is scheduled for Friday, January 27th . I emailed the Board about volunteer opportunities – it isn't too late to volunteer if you're interested!

Holiday Hours - Reminder
- Downtown – closed at 6p, on 12/31, closed 1/1, open at 1pm on 1/2 after inventory
- Campus – reopens on January 9th

Promotions Planning
- Please see the attached Promo Playbooks.

Marketing Updates:
- Please see that attached update document.