

Fresh from the Garden

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MAY EVENTS

CINCO DE MAYO

Sunday, May 5, 2019

RAMADAN

Begins at Sundown

Sunday, May 5, 2019

ASSOCIATE APPRECIATION DISCOUNT DAYS

Enjoy 30% off

Thursday, May 9 & Friday, May 10, 2019

SUPER SPROUTS KID'S CLUB

Paint & Plant a Pot for Mom

Saturday, May 11, 2019 @ 9 a.m.

MOTHER'S DAY

Sunday, May 12, 2019

ASSOCIATE APPRECIATION DISCOUNT DAYS

Enjoy 30% off

Thursday, May 23 & Friday, May 24, 2019

MEMORIAL DAY

Monday, May 27, 2019



OBSERVATIONS May is a-MAY-zing!!

by John Darin, President



We have an important responsibility to provide our customers with what they need this season.

Let's all excel on that customer experience.

I have asked Nicole, our HR manager, to help in writing this column. You will notice her enthusiasm here in these words.

The weather grows warmer every day.

The customers come in every which way.

You are the experts that can help them say,

English Gardens has the finest products, where do I pay?

Here are a few things you should have learned, through time and training, and we want to see in action this Spring:

- Transitioning between customers: when it is busy, you must have the pace and the ability to help multiple customers with exceptional service in a quick yet thorough manner.
- Drive sales through setting goals for your average sale, with each and every customer you connect with.
- Supplies are stocked daily; at the register, the garden pharmacy desk and everywhere applicable. Make sure you are ready for business at the OPEN of every shift!
- Know the Ad: familiarize yourself with WHAT customers are coming in for and WHY they may be shopping with us today. YOU are the Expert!
- Connect with customers by offering your business card and inviting them back to the store; even better, invite the experts you meet to join our team!
- ADD ON to EVERY SALE!! Worst thing they can say is No. The worst thing you can do is Not Try.

I would like to extend my appreciation for the effort spent and the excellent work done by you and your teams in setting up the stores for another Amazing Selling Season!

Thank you for your diligence, motivation and dedication to making English Gardens a destination shopping experience, the place customers think of when they want to beautify their homes and gardens.

Have a Great Spring everyone.
Thanks for all that you do!

John Darin

SECRET SHOPPER SCORES

March 2019

Clinton Township	97%
Dearborn Heights	100%
Eastpointe	N/A
Royal Oak	100%
West Bloomfield	94%
Landscape	100%

GREETINGS

from the Landscape Company

PROFESSIONALS DOING EXTRAORDINARY WORK

The warm weather has finally arrived! Just like the stores, the Landscape Company is extremely busy this time of year. May and June are the busiest months of the year for us as homeowners across Metro Detroit are anxious to have their outdoor living spaces updated. We believe our team of talented designers and installers are the best in the region, and we ask all associates to tell your customers. We rely on you to keep us busy through this time of year!

Remember, your goal in discussing landscaping to a prospect is to determine whether or not they are interested in our services, or a "do-it-yourselfer." If they are looking for someone to install their landscape, please help them fill out a lead sheet with as much detail as possible. If you have a tablet or have access to a computer terminal, please fill out the lead request online through the English Gardens website. If you need to fill out the sheet on paper, remember to put your name on the form and fax it to the Landscape Company immediately! You also receive \$5 for every lead that you fill out properly! We'll then do our best to give them excellent service, and you'll get rewarded with a Spiff.

2019 Spiff Program:

\$1,000-\$5,000 = \$10 gift card
\$5,001-\$25,000 = \$20 gift card
\$25,001-\$50,000 = \$50 gift card
\$50,001 & Up = \$100 gift card

Special thanks to Ann Reimer, Anna Ferris, Amy Goodwin, Bob Walker, Chris Scott, Christine Forton, Cori Lademan, David Gruenawald, David Cooper, Debbie Mathews, Greg Pizzano, Jackie Cronce, Kim Milewski, Karen Carducci, Jodi Ghedotte, Jordan Vanek, Jacki Cronce, Lori Heiden, Leah Debene, Leigh Pierson, Margaret Thorp, Mary Ann Nisley, Mary Sabatini, Marie Goforth, Naomi Rudolph, Nina Welch, Rosie Fraga, Sarah Miller, Sara Earl, Sean Mathews, Suzanne Bazner and Steven Alma. They all have sent us a lead in 2019.

Please continue to ask your store representative any questions you may have, as we will continue to visit the stores on a weekly basis. As always, we appreciate all the help that the stores provide us with, and we greatly urge you to continue to talk to customers about our award-winning services!

SELL FOR SUCCESS: MAY 2019

THE HOUSE PLANT COMEBACK- GREENING UP THE INDOORS

Article portion From Garden Center Magazine

This generation's obsession with social media propels the houseplant market in many ways.

It's no secret that we're the indoor generation, and we stare at our screens all day. The 2019 Garden Media Trend Report stated that 90 percent of people spend nearly 22 hours inside every day. Americans spend 93 percent of their time inside, according to the report, while children average less than an hour outside per day — 50 percent less than their parents did as kids.

Whether we're doing it consciously or subconsciously, we're putting more greenery in our homes because we're spending more time inside.

Last year, 30 percent of all households bought at least one houseplant, according to research from the National Gardening Association. Millennials were responsible for 31 percent of recent houseplant sales.

While design aesthetics definitely play a role, researchers think our houseplant fascination stems from a deeper underlying focus on wellness and self-care.

People understand that our surroundings where we work, live and play can affect our health and well-being. That's one of the biggest trends causing people to turn toward houseplants, because they want to incorporate more wellness in their space.

Research about the health benefits of plants has been around for decades — popularized by the NASA Clean Air Study published in 1989, which concluded that common indoor plants like *Dracaena*, *Sansevieria* and *Spathiphyllum* could remove trace toxins from the air. More recently, "Project Carbon" research from the University of Georgia, confirmed that interior plants remove carbon from the air.

Earlier this year, the National Initiative for Consumer Horticulture (NICH) developed a series of infographics to promote the proven health and wellness benefits of houseplants. The #PlantsDoThat campaign illustrated how indoor plants can improve test scores in classrooms, lower blood pressure in hospitals and increase productivity in the workplace.

WELLNESS CORNER

WALK YOUR WAY TO BETTER HEALTH

Thousands of people are walking their way to good health every day.

Are you one of them? I know I am. Walking is great exercise for the mind, body and spirit.

I feel so good once I get outdoors and start walking that I often find myself walking farther than I planned. Sometimes, I even start to jog a little, go back to walking and then jog some more. It's a great way to start my day and prepare me for anything that might come my way.

Walking leaves me feeling stronger mentally and physically. It increases my endurance and it helps me stay active and healthy. These are the types of side effects I love.

Before you start any type of exercise routine, always check with your doctor. Here are a few other things you should also consider when walking for exercise:

- Technique
- The route
- The right shoes

Let's start with technique. When we walk, we want good posture and proper movement. This sounds simple since we've been walking our entire lives, but it's important to make sure our heads are up, our shoulders are relaxed, our stomach muscles are tight, and our backs are straight. Proper form helps us to get the most out of the exercise and can reduce the chances for injury.

How about where we walk? Choosing a great place to walk is very important, as well. The route you take should be well-lit, safe and comfortable. I love walking outdoors, while some people enjoy walking in the mall, on a track, in their neighborhoods, on a treadmill or walking path. Wherever you choose, just make sure it's a place that makes you feel happy.

And remember, exercise no matter what you do-- can bring us all one step closer to a healthy, happier and active life. So this spring, I will be walking my way to better health. I hope you will too.

- Love, love, love,

Florine Mark

SAFETY

It's Everyone's Business

'EVERYBODY GETS TO GO HOME IN ONE PIECE'

How reporting close calls can prevent future incidents

While running up a flight of stairs on an icy morning, merging from one lane to another during rush hour or sliding centimeters past an open file cabinet at the office, every day we narrowly avoid incidents that could result in a serious injury. When these incidents take place on the job, it can serve as a warning that a serious incident is waiting to happen.

Near misses and resulting inspections may help prevent an injury or even a fatality, but an investigation cannot take place if the near miss is not reported accurately. Therefore, setting up a successful safety management program to ensure near misses are reported and investigated is an important step in reducing occurrences of serious incidents.

Recognizing near misses

OSHA defines a near miss as an incident in which no property was damaged and no personal injury was sustained, but where, given a slight shift in time or position, damage or injury easily could have occurred.

Through interviews conducted with individuals who manage near-miss programs in the environmental, health and safety departments at five Fortune

500 companies, researchers created the following steps for setting up a successful near-miss program:

- Create a clear definition of a near miss.
- Make a written disclosure and report the identified near miss.
- Prioritize reports and classify information for future actions.
- Distribute information to the people involved in the near miss.
- Analyze the causes of the problem.
- Identify solutions to the problem.
- Disseminate the solutions to the people impacted.
- Resolve all actions and check any changes.

Companies must remember a thorough near-miss investigation can save time and money by improving system reliability and minimizing the risk of an incident waiting to happen.

Involving employees

The main reason for having an accurate system for reporting and investigating near misses is "everybody gets to go home in one piece."

As far as the formal reports, you have to report it to your supervisor. That's very important. People need to know who to turn to.

Try to make sure that we document all the near misses if it happens. It's probably not the first time, and it's probably not

going to be the last time it's going to happen. And the next time it happens, it may be much worse than a near miss.

One of the big things is even just talking about what happens. If you don't involve the individual, they think it's lost. You have to have that trust, where people know that you're following up on it and that something is getting done. It's the basis for the whole process.

Avoiding the blame game

Another part of the near-miss system is learning how to encourage employees to report a near miss without feeling that they will get into trouble.

The key to that problem is not to look at it as, 'Who is to blame?' Ask what system flaws exist.

Supervisors need to encourage their employees to feel comfortable coming forward to achieve a workforce that anticipates and identifies hazards before anyone gets hurt.

Making it easy

Having several outlets to report a near miss will make the process less painful for employees.

The beauty of a near-miss report is that you had an incident and nothing was damaged and no one was hurt. It's telling you the health of your company now.

EMPLOYEE NEWS

English Gardens had an awesome opportunity to do a style shoot with Dearborn Andiamos. They are celebrating their new event space and have asked a group of talented wedding pros to assist with the photo shoot to glamorize their space. Brittany, at our Royal Oak location, stepped up to the flower challenge!! See our contribution and know we do weddings and events!!

Thank you, Brittany!!



Health Corner for EMPLOYEES

MAY IS MENTAL HEALTH AWARENESS MONTH

National Mental Health Month raises awareness about mental illness and related issues in the United States. 1 in 5 people will be affected by a mental illness in their lifetime. In recent times, attitudes towards mental health issues appear to be changing. Negative attitudes and stigma associated with mental health have reduced and there has been growing acceptance towards mental health issues and support for people with them.

If you need any support in coping with a tough mental situation or just find yourself needing someone to talk to, please reach out to HR: Nicole Phillips 586-233-5691 or Kendra Bleakley 248-758-8581.

We also have an employee assistance program that you can utilize at your convenience. Anonymous and available 24/7.

Call today or log on to [MagellanHealth.com/member](https://www.MagellanHealth.com/member).

EMPLOYEE ASSISTANCE PROGRAM

For Professional Consultation
Call 1-800-356-7089
For TTY Users: 1-800-456-4006

GARDENING COULD REDUCE YOUR RISK OF A HEART ATTACK, STUDY FINDS

By Lindsay Lowe, USA Today

Is gardening just as good for you as hitting the gym?

A new study suggests that even low-to-moderate level physical activities like gardening can have a major impact on your health.

The study, published in the British Journal of Sports Medicine, followed a group of more than 88,000 Americans, age 40 to 85, over the course of 11 years.

The people who participated in just 10 to 59 minutes of moderate physical activity per week — such as gardening, walking or dancing — had an 18% lower risk of death from any cause. More specifically, their risk of death from a cardiovascular event like a heart attack or stroke dropped 12%.

Meanwhile, people who did anywhere from 2.5 to 5 hours per week of moderate

THEY TOLD US!

from our Customers

FROM CLINTON TWP –

I came in with questions about replanting my terrarium. Bonnie helped me with all my questions. She was so helpful and caring in her explanations.

FROM WEST BLOOMFIELD –

Jill Clissold was exceptional in helping me with my shower/floral needs!

FROM ROYAL OAK –

Janet was excellent in her assistance in finding the right size pot for my foyer. Provided great info on caring for the plant- she was very knowledgeable, friendly and thorough.

FROM EASTPOINTE –

All the employees are friendly and helpful and greet you when you come in. Paul is a great manager!

FROM PLYMOUTH –

I visited your Plymouth store yesterday and had the opportunity to talk to Karen before she came to our club meeting. She was incredibly helpful! Her presentation was a hit! Her pleasant and informative delivery was well received and we appreciated her answers to our many questions. I expect a few of our members will be visiting your Plymouth location in the near future.

We went in looking for something very specific and were in a hurry. Amy helped us and we were out the door with exactly what we needed, exactly on budget. Yea!!

physical activity reduced their overall risk of death by 31%.

Why is gardening so good for the body? There are plenty of reasons!

For one, the movements you make while gardening can give you a light cardiovascular workout.

The actual motions involved with digging and raking all involve a lot of coordinated upper and lower body movement that actually increases metabolic rate and can get your heart rate a little bit elevated. Not at an intense level, but at a nice low to moderate intensity level.

Also, gardening basically forces you to do squats.

In gardening, you need to get down on the earth, you need to plant, you need to pick. You have to be able to do a squat to be able to garden.

Gardening can strengthen large muscle groups like your quads, hamstrings and glutes, and it can also strengthen smaller

EMPLOYEE ANNIVERSARIES

YEARS

- 44 Debra Lowman, ACO
- 28 Leigh Pierson, DH
- 21 Andrew Donatiello, WB
- 19 Ronald Dettloff, RO
- 15 Charles Miller, CT
- 11 Janet Killu, RO
- 5 Silvia Buse, WB
- 5 Richard Kowalesky, RO
- 5 Zachary Garsh, ACO
- 3 Roseanne Fraga, DH
- 2 Ann Reifferscheid, RO
- 2 Jordyn Bronstein, WB
- 1 Katharine Hathaway, RO
- 1 Laurie Herrgott, WB
- 1 Maribel Meador, RO
- 1 Alaa Osman, DH
- 1 Kevin Dodyk, RO
- 1 Aaron Miller, LC
- 1 Shelly Verbal, PN
- 1 Carl Kneisel, LC
- 1 Marianne Slaughter, EP
- 1 Bonnie Thorp, CT



muscles and ligaments in the hands and feet.

You're using the intricate muscles of your feet to balance on uneven ground when you're working in grass or on mulch or on dirt. And, you strengthen the tiny ligaments that are in your hands from digging or shoveling or holding a rake with a grip, or pushing a lawnmower.

That said, while gardening can definitely have physical benefits, it doesn't mean you should ditch more high-intensity workouts altogether.

Researchers noted in the same study that more vigorous exercise still has more health benefits than moderate activities. And more rigorous workouts can be a better option for people who only have limited time to exercise.

So, maybe don't cancel that gym membership just yet. That said, with spring arriving, it certainly can't hurt to get out the watering can and gardening gloves. And chances are, it'll be way more fun than the elliptical!