



Fresh  
from the

Garden

JANUARY 2015



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## Upcoming Events

### January

#### Jeans Day

Thurs., Jan. 15

\$5 donation to Dearborn Animal Shelter

#### Associate Recognition Dinner

Fri., Jan. 16 at 6 p.m.

Club Venetian, Madison Heights

#### Free In-store Presentation:

A Beginner's Guide to Growing Succulents

Sat., Jan. 17 at 1 p.m.

All six retail stores

#### Make it & Take it Workshop:

Indoor Succulent Garden

Sat., Jan. 17 at 2:30 p.m.

All six retail stores

#### Free In-store Presentation:

An Intro to Unusual Houseplants

Sat., Jan. 24 at 1 p.m.

All six retail stores

#### Free In-store Presentation:

Fairy & Miniature Gardens

Sat., Jan. 31 at 1 p.m.

All six retail stores

#### Make it & Take it Workshop:

Fairy Garden

Sat., Jan. 31 at 2:30 p.m.

All six retail stores



## Observations

by John Darin, President

### Customer Service over the Phone

Over the holidays, I had a not-great shopping experience with several stores who I always thought had excellent customer service.

I've been in charge of getting the crown roast for Christmas Eve dinner for the last several years. Last year, I got it from Holiday Market so I started with that store first.

This year, when I called Holiday Market to place my order, the person who answered the phone couldn't answer my questions. They kept putting the phone down (without putting me on hold) to ask someone else my questions. After several questions that remained unanswered, I decided to try Long Lake Market.

Two years ago, I got the crown roast at Long Lake Market, a high-end grocer in Bloomfield Hills. The roast was delicious, but when I asked for the "frillies" to put on the ends of the bones, they didn't have them. I had to get them elsewhere.

I stopped there to place my order, and it wasn't until I asked them for the "frillies" to put on the ends of the bones, that I remembered my bad experience from a few years ago. They still don't stock the "frillies" and I didn't want to hunt them down at another store.

So I decided to call Plum Market. I was transferred to the meat department, but the person on the phone wasn't sure how to help me with my order. I was transferred to the catering department, but was told that was handled by the meat department. Rather than talk to someone in the meat department again, I hung up and called Hillers Market.

You might recall, Hiller's is the store I bought the \$12 watermelon for my dad this summer. When I got the meat department on the phone, they knew exactly how to help me – they took my order without any issues, and best of all: The roast was half the price of the other locations. I wasn't even shopping price.

An interesting experience from stores held in high esteem.

This reminded me of an important lesson: The experience we give our customers on the phone is just as important as the experience we give our customers in the store. Get the phone in the right person's hands as quickly as possible.

How do we prevent situations like this from happening in our stores?

# Anniversaries

## January

### Managers

- 49 Linda Yugovich, MO
- 35 Rick Vespa, MO
- 7 Michael Grundman, ACO

### Associates

- 16 George Dawes, RO
- 5 Valerie Tarquini, LD
- 5 John Darin, RO

# Landscape News

## Greetings from the Landscape Company

**JANUARY** is a busy month for us, taking down all of the holiday displays from 2014. We also spend time reflecting on 2014 and finding ways to improve ourselves for the upcoming year. Our staff will be attending several classes and trade shows this year to further our expertise and give us fresh ideas to benefit our clients.



As we remove our holiday displays and signage from the stores, we urge you to please start talking to customers about their landscape projects. We know it can be challenging to get customers into this mindset, but our designers have more time to work with clients on their designs during the winter months. Our design team continues to stay in contact with existing customers to keep their business and get projects scheduled for the spring. Nevertheless, we still rely heavily on the leads we receive from the stores each year and we will continue to reward associates for turning in leads. Please do your best to get customers excited about their spring landscaping!

## 2015 \$ELL FOR SUCCESS

### English Gardens Safety Policy

#### WHAT "GOOD" LOOKS LIKE

**YOUR** safety and the safety of our customers are priorities at English Gardens. It is important for you to know that precautions have been made to protect you from potential hazards, accidents or violence. Should you feel inadequately trained to perform a certain procedure ask your Manager.

#### English Gardens Safety Policy

A primary goal of this Company is to eliminate or control both known and potential safety and health hazards which our Associates face on the job.

1. Safety and health are a shared responsibility. Everyone must take ownership of their own safety and that of coworkers as a priority.
2. It is everyone's job to spot hazards and to correct them or report them immediately.
3. Where hazards cannot be completely eliminated, they must be reduced through safety controls or the use of personal protective equipment, such as gloves, hearing or vision protection devices.

4. As a condition of employment, each Associate must always work safely.

#### Practice Safety At All Times

- When you use a ladder, always wear flat soled shoes and have a person hold the ladder for you. Don't stand on the top step. Always follow the belt buckle rule: your waist should never be above the top step.
- Use installed hose reels wherever possible; store hoses properly to keep the paths clear. Keep electrical cords out of pathways.
- When lifting, use your legs. Bend from your hips and knees, not from your back. If you believe the item is too heavy, ask for help.
- When carrying, get someone to help you with heavier boxes. Do not overdo it.
- When delivering, make sure you have enough people to move the merchandise.
- In the case of a chemical spill or breakage, clear the area, call a Manager for assistance, put on protective safety equipment and take all precautions. Use the Spill Kit for cleanup.

- When creating a new display put all hardware, tools and supplies away so people do not trip over anything.
- When operating any vehicle or equipment, don't drive too fast. Operate equipment with strict attention to the rules. No unauthorized equipment operators.
- The first operator of the day must always complete the vehicle inspection form for the forklift.
- Remove standing water or puddles and be extremely careful of ice. Put salt down on icy patches.
- Do not overload shopping carts.

#### Handling Associate Accidents

Associate accidents or injuries need to be attended to immediately, no matter how minor they may seem. Notify your Manager of ALL Associate accidents, immediately.

#### Where Is English Gardens Safety Equipment?

Find the following in your store:

- a. Use the posted map to locate the Fire Extinguishers

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## A New Year and a New You

**IT'S** a new year and for many of us this is also the beginning of a NEW you. This is the time of year when many of us reflect on the past and look forward to bigger and better things in the New Year.

For most of us those things usually start with a New Year's Resolution. A resolution is when person makes a promise to do an act of self-improvement, and fulfilling that personal commitment usually starts at the beginning of the year.

For me, I make a new resolution every day of my life. It's the first thing I do every morning when I wake up and look in the mirror. Resolutions don't have to be difficult, but they should be taken one day at a time. That's what life is about – taking one day at a time.

Maybe you want to exercise more, give more, love more or just take more time for yourself. Or maybe you've made a promise to live a much happier and healthier life.

One of the most common New Year's Resolutions people make each year is to lose weight. Studies show this is a very hard resolution to keep. Let's admit it, losing weight isn't easy. And keeping the weight off can be even harder.

I've lost a total of 50 pounds. It took me one year to lose the last 10 pounds. But today, I've kept the weight off for nearly 40 years.

In order for me to do that, I had to get rid of the emotional baggage that was holding me back. It was the support and the friendships I received at Weight Watchers meetings that helped me to do this. It's been 40 years and I still go to meetings.

In 2015, if you want to be happier, healthier and feel great when you look in the mirror, there is no better time than now to get started. And there are so many things you can do to get started.

If you want to exercise more, start by moving a little bit more every day. Walking is a great way to exercise.

If you want to lose weight and get healthy, start by consuming more fruits and vegetable and less of the fatty, sugary foods and drinks.

When it comes to a New Year's Resolution, if you start small, you'll win big.

— By Florine Mark,  
President and CEO of The Weight Watchers Group, Inc.

# Safety

## Clearing Snow & Ice Safely

Heart attacks, back strain and muscle soreness are just a few of the problems attributed to shoveling snow. Here are a few safety tips for snow shoveling and blowing:

If you've ever had a heart attack or have heart disease, high blood pressure or high cholesterol, you probably don't want to do the shoveling yourself. At the very least, you should consult your doctor before attempting it. Know the warning signs of a heart attack including chest, shoulder or neck pain, dizziness, fainting, shortness of breath, or nausea. If you think you're having a heart attack, seek medical assistance immediately.

Smokers may want to resort to a snow blower - and certainly you should never smoke while shoveling. Tobacco smoke constricts blood vessels just as cold air does; the combination can be dangerous.

Caffeinated products are strongly discouraged as well. The caffeine may increase your heart rate and cause your blood vessels to constrict, just like smoking does. Water is obviously the best to rehydrate, but if something hot is needed, drink hot chocolate or herbal tea!

Dress in several layers so you can remove a layer as needed.

Warm up your muscles before shoveling, by walking for a few minutes or marching in place. Stretch the muscles in your arms and legs, because warm muscles will work more efficiently and be less likely to be injured.

While shoveling stand with your feet about hip width for balance and keep the shovel close to your body. Bend from the knees (not the back) and tighten your stomach muscles as you lift the snow.

Avoid twisting movements. If you need to move the snow to one side, reposition your feet to face the direction the snow will be going.

Most importantly - listen to your body. Stop if you feel pain!

## Monthly Recipe

### Cilantro-Lime Chicken with Avocado Salsa

#### Ingredients:

##### CHICKEN:

- 2 tablespoons minced fresh cilantro
- 2 1/2 tbs fresh lime juice
- 1 1/2 tbs olive oil
- 4 (6 oz) boneless, skinless breast halves
- 1/4 tsp salt
- Cooking spray

##### SALSA:

- 1 cup chopped plum tomato (about 2)
- 2 tbs finely chopped onion
- 2 tsp fresh lime juice
- 1/4 tsp salt
- 1/8 tsp freshly ground black pepper
- 1 avocado, peeled and finely chopped

#### Directions:

To prepare chicken, combine first 4 ingredients in a large bowl; toss and let stand 3 minutes. Remove chicken from marinade; discard marinade. Sprinkle chicken evenly with 1/4 teaspoon salt. Heat a grill pan over medium-high heat. Coat pan with cooking spray. Add chicken to pan; cook 6 minutes on each side or until done.

To prepare salsa, combine tomato and next 4 ingredients (through pepper) in a medium bowl. Add avocado; stir gently to combine. Serve salsa over chicken.

*Cooking Light, April 2009*

# The Spotlight

## Annual Employee Recognition Event

Friday, January 16, 2015

### Club Venetian

29310 John R. Road  
Madison Heights, MI 48071

### Social Hour: 6:00 p.m.

Two drink tickets provided  
for those 21 and over  
Cash Bar Following

### Dinner: 7:00 p.m.

Awards • Recognition • DJ  
Casino Tables & Prizes!



### Employee Appreciation Days

Monday thru Wednesday,  
January 26, 27 & 28, 2015

Monday thru Wednesday,  
February 23, 24 & 25, 2015

Employees are entitled to a discount of 30% Off



### Get social with us!

Be sure to "like" us on Facebook at:  
[www.facebook.com/englishgardens](http://www.facebook.com/englishgardens);  
follow us on Twitter at:  
[www.twitter.com/englishgardens](http://www.twitter.com/englishgardens);  
or check out our boards at EnglishGardens  
on [www.pinterest.com](http://www.pinterest.com).

Marketing also sends out "The Buzz" every  
Friday to the stores. It has information  
about advertising for the upcoming week.

If you have any questions or have ideas  
for social media, call Jennifer Youngquest,  
at:248-855-9240, ext. 230, or e-mail at:  
[jyoungquest@englishgardens.com](mailto:jyoungquest@englishgardens.com)

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- b. Learn the location of the First Aid Kit.  
Always utilize gloves in case of bleeding  
due to blood borne pathogens.
- c. Discuss exit and emergency procedures  
with your Manager. Know the meeting  
place.
- d. Learn the location of the posted  
emergency telephone numbers.

### Emergency Preparedness - Security Checks

When working, be aware of the following  
potential hazards:

1. Carts or displays that are not properly  
arranged or pose a falling hazard.
2. Wall decorations, mirrors, fire  
extinguishers and other heavy objects  
attached with closed-eye hooks.
3. Fragile objects (vases, display cases, etc.)  
tipping over or sliding off.

### Be Safe, Not Sorry, When Doing Stock Work

- Handling equipment properly when  
you are doing stock work is to ensure  
everyone's safety.
- Use a sturdy ladder and make sure it is in  
a locked position.
- Ladders must be inspected monthly by  
your store's Safety Committee member.