



SEPTEMBER 2004 NEWSLETTER

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BRIGHT IDEAS:

North Spokane

Tami uses a large garbage can lined with a black plastic bag near the trade-in counter for donated quarter-sale items. They keep extra bags in the can bottom for quick changes. She also indicated Magic Eraser works great for Crayon marks.

Albuquerque

We ran out of auto upholstery cleaner one day (the red can with the brush attached) so we used Sprayway foam glass cleaner to clean car seat straps. Not only does it work great for that, but it also cleans other things such as highchair trays, car seat cups, and harder to reach crevices of toys. It also does a bang-up job on window without leaving streaks.

St. Roberts

Did you know you can "post void" a transaction by using the f11 key on the register? If someone makes a mistake on the tendered transaction, this is much better than backing a transaction out with a "-1" in the item category.

This months certificate goes to North Spokane



GRAPEVINE:

We try to maintain contact with everyone through monthly calls from Denisha and Michelle, but if you have a special need or concern, then please call Melinda or Cole directly. We'll gladly help with any operational questions in as timely a manner as possible. However, some non-operational problems are difficult to fix. If you insisted on a particular site despite our expressed reservations about that site, did not obtain the amount of funding we recommended when we initially spoke with you, or have customers that do not respond to you as a storeowner, then we will have a difficult time solving your problems. This doesn't mean that we won't try to help you, but there isn't a lot we can do about these situations. All of you have the same training and tools available to you. Operational problems are ones we usually can help you with. However, it is your decision to take the offered advice or not. Most operational problems can be fixed with money, time and/or

effort on your part. Be prepared to expend those things if you call with a problem as opposed to saying "I can't do this or that." If something is not covered in the manuals or you just have a quick question, then the best time to call Melinda is 10 to 12 Mountain Standard time and between 5:30 to 7:00 p.m. Monday through Sat. Cell phone: 509 868 9829 I'm always happy to take specific questions anytime, **but you need to call me about them.** Please keep in mind that I cannot fix the above mentioned or personal problems. Because of the volume of calls I take everyday, my answers usually will be brief. Please don't mistake this for a lack of interest or unwillingness to try to help you. Positive attitudes followed up with positive action usually results in a positive outcome.



SHOP NEWS:

Tami and Dion are in negotiations for a nice new store near the old one. Even out of that little 1,800 square foot destination store she is averaging over \$1,200 a day. WOW!



TIME TICKLERS:

Orange tags by the 15th of October. Blue tags begin in December. All winter and Halloween outfits should be out by now.



OPPORTUNITIES:

If you hurry, you can order blinking princess crowns and wands from D & D distributors. They are selling like hot cakes.

Hope you fall sales are the best ever!