

YOUR VOICE | OUR BUSINESS Chronicle

Last week's trade
0.8%
vs last year

1 November 2013



For the fourth year in a row, the branch has received The Greenest Retailer Award at the annual Brent Cross Shopping Centre Customer Service ceremony. Recognising the branch for its Corporate Social Responsibility, recycling and sustainability efforts. Head of Branch Richard Dearden says: "I'm thrilled. It's a fantastic reflection on Partners for their ongoing work. It's another reason to be proud of our contribution." Story continues on pages 2, 4 and Partner intranet.

Great pink bake a cake

Rolling up their sleeves to test their cake-baking skills, an army of Partners produced mouth-watering cakes to compete against each other in a departmental competition to raise money for Breakthrough Cancer Care.

The challenge, set by organiser Kitchenware Section Manager Julie Hunt, was to decorate a cake to represent various departments.

"Partners took the opportunity to bid and vote for their favourite cake by purchasing the green community tokens," says Kitchenware Partner Bharti Kapadi (pictured right). "There was also the chance to win some top prizes in a raffle and a sweepstake poster."

The winning cake voted by Partners was created by Visual Merchandising Partner Sabreen Naziri,



while the biggest bid went to Womenswear Partner Sylvia Alteparmakian's cake with a bid of £50 made by Women's Accessories Selling Assistant Margot Zubieta.

"There were also many raffle prizes, however the best one, the Cool Swan hamper, is yet to be claimed," adds Bharti. "It was a marvellous idea of raising money for a good cause and to date we have raised £537.15."

Bharti's colleague Arti Gorasia (pictured left) said: "What a fab day it was, raising money for Breakthrough Cancer Care.

"The generosity of Partners at John Lewis Brent Cross is overwhelming. Glad we had fun along the way, as well as raising some serious money for an amazing cause. Thank you, you lovely people."

CHRISTMAS SHOPPING EVENTS CONFIRMED

The branch is preparing for three festive events over the next two months, so get these dates in your diary. First up is the 'my John Lewis Customer Event' on Thursday 21 November in the Place To Eat between 5.30pm and 8pm. The annual 'Countdown to Christmas' is on Saturday 23 and Sunday 24 November, and the branch's 'Christmas Shopping Evening' takes place on Tuesday 3 December between 6pm to 11pm.

FIRST WINNER FOR A ROOF RAISING PRIZE



The Roof Raising Committee received a total of 11 nominations of Partners that go the extra mile this month. The winner was announced at the Branch Celebration awards held this week, Thursday 31 October. Find out who has been crowned John Lewis Brent Cross's first Roof Raiser on Partner intranet and in next week's Chronicle.

REFUND DESK PREPARES TO GO LIVE

The Refund Desk will be launched in the branch on Thursday 7 November on Level 1. Partners who will be working on the Refund Desk have now received their training and are preparing for next week. Turn to page 2 to read some of their views about the Refund Desk and how they're feeling about it.

YOUR VOICE



A Bolly-tastic JLBX evening

Over 170 Partners put their dancing shoes on for a night of fun at the Bollywood evening last weekend.

"Thank you, Tracy, what a night," says Lighting Partner Sam Cooray. "We all had great fun and the food was fab too."

Held at the Blue Room on Saturday 27 October, Partners dressed-up for the occasion and

enjoyed a meal with entertainment from Giselle the belly-dancer and the branch's Customer Support Partner Kalpesh Zalavadiya's 'Kz Dance Entertainment'.

"I loved that everyone made such an effort," says Leisure Benefits Co-ordinator Tracy Qarni. "Not just with the dressing up, but during the whole evening with all

BOLLY-BRILLIANT: Entertainment kept Partners dancing all night

the dancing.

"The belly-dancer was wicked and it was truly a brilliant night."

Knowing the branch loves a party, Tracy is now looking forward to the next one as Christmas tickets go on sale (see page 7).

Recognition of the Partnership at Brent Cross

Continued from front cover

During the ceremony, the branch was applauded for its 940 volunteered hours, which has helped 30 different charities, stocking 2,000 environmentally friendly products and increasing waste recycle to 100 per cent from 43 per cent.

"Credit should be given to everyone across the branch who has volunteered this year to support the community," says Community Liaison Co-ordinator Amanda Timothy.

Change Work Co-ordinator Tanya Wilson adds: "I'm proud of the teams in Maintenance, Catering and Stock Management who have worked hard to achieve this 100 per cent figure for recycling."



JOHN LEWIS AND WAITROSE: Finalists Anil, Naomi and Hawabi

Toys, Lighting and Sports also received recognition in the individual customer service categories, all achieving second place, while Furniture took third place.

Kitchenware Partner Naomi Elliott and Waitrose Partners Hawabi Pardeshi and Anil Patel also represented the Partnership on stage as they were three of the 10 finalists for the Sales Assistant of the Year Award.

"With just over a year's service, I still feel relatively new to the branch, so obviously it was a huge surprise to have been nominated," says Naomi. "It was nerve wracking going up on stage but, at the same time, I was thrilled and delighted to be a finalist and receive a goodie bag full of sweets and vouchers."

YOUR VOICE

Where you share your views on our business news...

Ashleigh Rennalls-Griffiths, Womenswear -

The Refund Desk will be a challenge at first, one that the business needs, but it will centralise the operation and give customers a clearer idea of where to head for in the shop with their returns. I'm looking forward to the opening on Thursday 7 November.



Kev Shah, Women's Accessories -

The Refund Desk will take pressure off the departments that receive high volumes of returns on a daily basis. It will also free-up the workload of Partners that work there, so they can concentrate on customer service and selling to customers.



Sandra Drake, Audio & TV

The Refund Desk will be a beneficial asset for our customers as the returned items will now be dealt with in one area (the Lighting and Glass till bank on Level 1). The shopfloor staff will also find it efficient because the returns will be ready to go back on to the shopfloor to be resold almost immediately. It is a new concept and one that I think will make a positive change to the way we work.

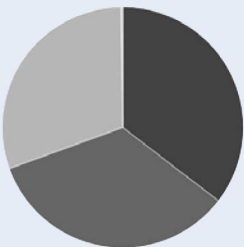


TRADE TRACKER

Brent Cross: last week's trade

0.8%
on last year

-0.8%
half year to date



Your directorate's contribution

- Fashion
- EHT
- Home
- Other – includes Catering

Your contribution

partnership card
42 opened
49 vs target

Click & collect
1,022 parcels collected
0.8% on last year

These results are based on total catchment sales, which are purchases made in store added to those made online