



Featuring this Month

## Lakeland #9

### FUN FACTS:

- Opening Date: August 17, 2007
- Years of Service: 64
- Warm, family atmosphere
- Excellent customer service
- Despite operating without a GM, the rest of the management team has stepped up, successfully running the store while excelling in both food and merchandise sales.

# The Sonbyrne Scoop

JANUARY 2025



## Customer Comments

### **LYSANDER #3 // 11.19.24**

"A friend and I are traveling, and we stopped at this gas station for a snack for the ride. At 5 in the morning you don't expect much. This store was beautiful. It was clean, it was organized, and the coffee and donuts were fresh with a great variety to choose from. The best part by far was the customer service. The cashier was not only wide awake (you don't usually experience that at a gas station at 5 am) but she was attentive. Her sales skills and store knowledge were top tier. I asked which donut was the best; she talked me into buying half a dozen. I asked what coffee was what, and she talked me into buying a travel mug. I apologized for being so demanding of her attention, and she was sincere when she told me it was literally her job to be helpful. She sold my friend a mug as well, and when he asked for a slice of stromboli, she convinced him to buy two when she asked if he preferred an outside one or an inside one, and he said he had no idea, so she gave the pros and cons of each one, so he got one of each. I apologized again after paying and thanked her for her help, and she told me to stop, that I had no reason to be sorry. Carrie made my first visit to a Byrne Dairy one I will not soon forget. First impressions, and this one was phenomenal. Beautiful store, excellent coffee, delicious donuts, the stuffed pizza was to die for, and Carrie was the icing on the cake. If this finds its way to her, please let her know that we couldn't decide on the outside piece or the inside one because they were both excellent, but that being said, her pros and cons list was spot on. Thank you for making the start of our day so great. We left smiling and stayed smiling, and the travel mugs were the better option. Thank you again."

- Lisa Barkley

### **GATES LONG POND #139 // 12.15.24**

"Wife and daughter stopped in to get sandwiches for lunch for us. My wife and daughter both said the young woman that made our sandwiches was so nice and pleasant. And I have to say, as a regular sandwich purchaser (in Phelps) that the sandwiches that we got at the Long Pond store were absolutely excellent. Well done! "

- Guy Webster

### **CLAY #125 // 1.23.25**

"I am in the store everyday after work and Chelsea and Robin are always friendly and they do a lot to please their customers. Amazing customer satisfaction!!! They care about that store and most of all their customers!!! They deserve lots of recognition!!! Thank you ladies for making my visit always so welcoming!!!!!!"

- Tanya Terry

## HR & OPS Updates

The new **Walworth Store #157** opened on **January 15<sup>th</sup>**. Thank you to all the stores who helped train our new employees and to our Walworth employees for making it a successful opening!



**#157 WALWORTH STORE OPENING**

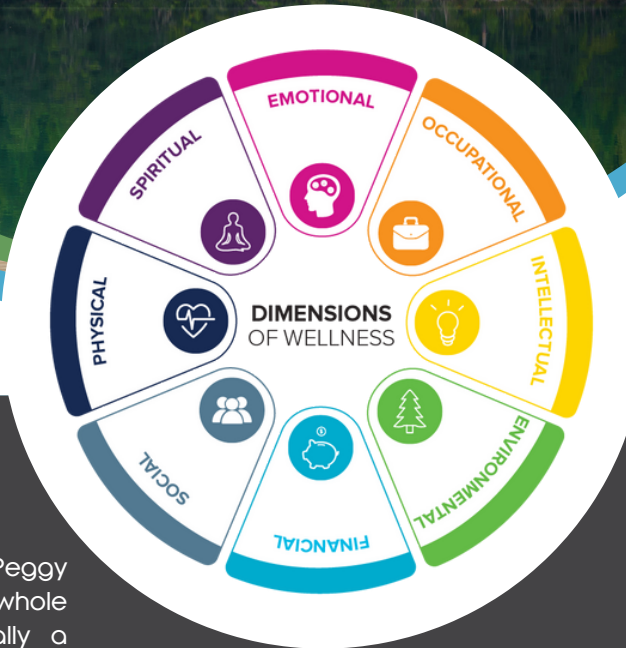
On December 20<sup>th</sup>, we had the annual **Ops Christmas Luncheon** at the Springside Inn. We got together to celebrate and thank our District Managers and Operations Team for all the hard work they have put in this year.



**OPS CHRISTMAS LUNCHEON**



# The Eight DIMENSIONS OF WELLNESS



The 8 dimensions of wellness, introduced by Dr. Peggy Swarbrick in the 1990s, emphasize treating the whole individual based on essential human needs. Initially a personal tool, it evolved from five to eight dimensions, focusing on individual strengths. Dr. Swarbrick defines wellness as intentionally cultivating habits and increasing awareness in each dimension.

- 1 Emotional Wellness**  
The ability to express feelings, enjoy life, adjust to emotional challenges, and cope with stress and traumatic life experiences.
- 2 Occupational Wellness**  
The achievement of a healthy work-life balance, managing workplace stress, and building and maintaining healthy relationships with your co-workers.
- 3 Intellectual Wellness**  
The ability to engage our minds in a productive, creative, and stimulating way each day.
- 4 Environmental Wellness**  
The relationship you have with your environment, both indoor and outdoor, community, and nature.
- 5 Financial Wellness**  
When one can fully meet current and ongoing financial obligations, can feel secure in their financial future, and is able to make choices that allow them to enjoy life.
- 6 Social Wellness**  
The ability to form and maintain healthy relationships with others, as well as the capacity to engage in a supportive and connected community.
- 7 Physical Wellness**  
Includes regular physical activity, balanced nutrition, adequate rest, and maintaining a functional body that performs daily tasks while reducing the risk of chronic diseases and injuries.
- 8 Spiritual Wellness**  
Our connection to a sense of meaning and purpose in life; the connection to our truest self.

**New Year Challenge: Self-Help Exercise**

Carve out 5-10 minutes of your day and re-create the 8 Dimensions of Wellness Wheel on a sheet of paper. Reflect on each of the eight areas of your life, and ask yourself the following questions:

- How do I rate my health in this area on a scale of 1-10 (10 being the best)?
- Do I need to do more research or learn more about this specific topic?
- Do I already have practices in place here? If not, what can I implement to improve this area of my life?
- What can I do to enrich and reach my full potential in this area? Add more to my plate, add less, set boundaries?
- Who or what can I turn to for help or resources in this area of my life?



Your Employee Assistance Program is here to help you and your family as you navigate life's challenges. For confidential, caring, professional assistance 24/7, call

**800.728.9444**

CARING • SUPPORTIVE • CONFIDENTIAL

## *Monthly Food Safety Tip*

Everyone on your staff needs to wear a hair restraint (hat, visor, or hairnet) for both uniform and food safety purposes. All employee areas, including deli, prep, computer, and register areas, are considered “food prep” by the Board of Health. Human hair can carry bacteria and fall into food without proper restraint. Are all your staff members wearing one right now?

**Help us ensure the safety and happiness of our guests and employees!**

Reach out to your General Manager if you need a hat or visor, and they will be able to order one for you!



# Featuring January's STAR



## Amy Hoffman

### ONONDAGA HILL #62

Amy Hoffman has been a dedicated employee at the Onondaga Hill location. Year over year she has taken on more tasks and responsibilities. With each month she has gained more confidence in her ability to say to herself, I can do more! Amy has professionally grown into a leader and pillar for her location. We put her on the Professional Development plan, and she continues to take the necessary steps to earn new positions. Amy is currently progressing to be an Operations Manager. She has great rapport with her customers and fellow employees. She directs and delegates employees during their shifts. There is clear communication on what needs to be done. We are so proud of the job that Amy is doing and think she is a very deserving person for her new position at Onondaga Hill. Thank you, Amy!!

Karen Mueller,  
Regional Manager

# Employee Spotlight

## Scott Vickery-Gilheany

### SOUTH CORNING #70

We want to recognize Scott Vickery-Gilheany from Store 70 for his incredible selflessness.

Recently, when a coworker passed out and was later diagnosed with a brain aneurysm, Scott went above and beyond. He picked up the employee's family, stayed with them at the hospital, and even followed them to a second hospital later that night. Despite his 6am shift, he stayed with the family and gave them the \$25 he had. Over the following days, Scott continued to support the family, offering both emotional and financial help, even taking them out to dinner.

Scott's ongoing support for both the employee and their family is truly remarkable. Thank you for upholding the Byrne Dairy & Deli values!



# Marketing Updates



## Featured Ice Cream

*Holy Cow*



## Featured Sandwich

*Meatball Sub*

## Upcoming Holidays

### PEANUT BUTTER LOVERS MONTH



*1<sup>st</sup> - New Years*

*11<sup>th</sup> - Milk Day*

*12<sup>th</sup> - Hot Tea Day*

*14<sup>th</sup> - Hot Pastrami Sandwich Day*

*15<sup>th</sup> - Strawberry Ice Cream Day*

*20<sup>th</sup> - Martin Luther King Jr. Day*

*22<sup>nd</sup> - Hot Sauce Day*

*24<sup>th</sup> - Peanut Butter Day*

*31<sup>st</sup> - Hot Chocolate Day*



# Happy Birthday



Steven Allen  
 Michella Amoroso  
 Mickey Armstrong  
 Tiffany Arnold  
 Nicole Aumell  
 Loretta Ayers  
 Mouhamad Bah  
 William Bartram  
 Nirel Bell  
 Carolyn Bermon  
 Virginia Blasier  
 Tad Blount  
 Daniela Bopolo  
 David Branagh  
 Logan Brasket  
 Sommer Brock  
 Autumn Butchino  
 Hugh Butler  
 Kelly Cantatore  
 Xzavier Carter  
 Habonimana Chantal  
 Nicholas Chrissley  
 Amber Church  
 Andrea Church  
 Dwayne Coleman  
 Brian Cook  
 Tina Coston  
 Lillian Daily  
 Austin Davenport  
 Connor Davies  
 Seraiah Davis  
 Jacob Dawley  
 Undria Dawson  
 Kevin Dedes

Tania Delacruz  
 Samantha Dimora  
 Peter Dinoff  
 Marie Dinzler  
 Savannah Dishaw  
 Courtney Dougherty  
 Christopher Dunsmore  
 Kerri Favata  
 Eric Fey  
 Matthew Figueroa  
 Ilyse Francisco  
 Melissa Gagner  
 GJames Garafalo  
 Sharra Gillette  
 Terese Hale  
 Rachel Harris  
 Bryan Holland  
 Qasim Jackson  
 Breea Johnson  
 Martin Johnson  
 Priscilla Jones Johnson  
 Hailey Kellar  
 Ashton Kelley  
 Kimberly Kelly  
 Debra Kent  
 James Kimpel  
 Jaylen King  
 Jordan Kolar  
 Parker Krogman  
 Mickey LaMoy  
 Kristy Lane  
 Jeffrey Lewis  
 Anna Lioto  
 Quinton Lipphardt

Angelina Logrono  
 Hailey Madore  
 Nicholas Manning  
 Abu Marrah  
 Monica Marshall  
 Kimberly Martinez Torres  
 James Mason  
 Kellie Mason  
 Edwin Mendoza Aguilera  
 Kegan Merkley  
 Jessica Mika  
 Kenneth Miller  
 Nicole Mitrano  
 Codie Moore  
 Michael Morgia  
 Kristian Mosher  
 Zach Nettles  
 Gabrielle Noble  
 Taiiz Ocasio  
 Alex Paquette  
 Ashton Pickering  
 Kenneth Pierce  
 Sandi Quonce  
 Tonya Rathbun  
 Brian Revitzky  
 David Rodriguez  
 Glenda Rodriguez  
 Hunter Rogers  
 Patrick Rossi  
 Jean Rouse  
 Devin Sabin  
 Ashley Sanderl  
 Jodys Santiago-Toledo  
 Catherine Santos

Angela Sedore  
 Annalise Shanley  
 Brenda Shaw  
 Morgan Shaw  
 Brennie Sierson  
 Wendy Simbolini  
 Gage Simmons  
 Carrie Steinmetz  
 Jason Stenquist  
 Sarah Stewart  
 Sara Stoffle  
 Christina Stokes  
 Timothy Strassner  
 Zoelin Streeter  
 Belinda Suarez  
 Colleen Taylor  
 Coty Taylor  
 Tammy Taylor  
 Jennifer Tedesco  
 Kenyon Thaxter  
 Nicole Thornton  
 David Tweedie  
 Beau Tyler  
 Austin Wakefield  
 Benjamin Walter  
 Kaitlyn Walters  
 Keria Weisbrod  
 Darryl Wiggins  
 Damian Wilson  
 Christopher Woodard  
 Thomas Zaso

# January Anniversaries

Below are employees who completed another full year at Sonbyrne and Byrne Dairy & Deli.

***Congratulations and thank you for all of your hard work!***

## 1 YEAR

- Jared Batson
- Brittany Bell
- Brenda Blake
- Josiah Caci
- Phillip Calcagno
- Girardo Campbell
- Robin Carter
- Kaylee Ciampi
- Tina Crouch
- Jacob Dougan
- Michael Hartwell
- Amanda Heckathorn
- Morgan Henry
- Tamahj Jamison
- Marley Jennings
- Ashley Jones
- Andrew Knapp
- Joseph LaPiana
- Jeanette Lewis
- Sophia Moore
- Zoey Olson
- Debra Range
- Jose Resendiz
- James Rose
- Debbie Rummings

- Patricia Schumacher
- Brenda Shaw
- Michael Shephard
- Wendy Simbolini
- Emily Teeter
- Taylor Thomas
- Christopher Tolbert
- Kaitlynn Wollek
- Danielle Wright
- Paul Yeager

## 2 YEARS

- Lisa Degroat
- Ashley Harris
- Victoria Hubright
- Alexandra Jones
- Kimberli Knickerbocker
- Ashley Lafferty
- Joseph McGuire
- Kellie Moore
- Karen Mueller
- Jacob Murray
- Ryan Pierson
- Ellen Prior
- Michelle Quartier
- John Rieger

- Anthony Sanders
- Walter Schmidt
- Jeannette Stephenson
- Marshall Winn
- Jesse Young

## 3 YEARS

- Zachary Calderon
- Joseph Conley
- Ian Dickerson
- Stephanie Miner
- Ashley Slattery
- Austin Wakefield

## 4 YEARS

- Ricky Crawford
- Jeffrey Dewine
- Makenzie Genung
- Jesse Myers
- Miranda Quigley

## 5 YEARS

- Tad Blount
- Bonnie Harrington
- Keith Martin
- Nicholas Moru

## 6 YEARS

- Henry Surinach

## 7 YEARS

- Derek Brown

## 8 YEARS

- Charles Kauffman

## 9 YEARS

- Danielle Alexander

## 15 YEARS

- Larry Tyson

## 22 YEARS

- David Tweedie

## 23 YEARS

- Terese Hale

## 29 YEARS

- Steven Collins

## 40 YEARS

- Kathy Gurley

