

# The Sonbyrne Scoops

June 2025



## Ithaca #131

- Opened 1/27/2021
- The store is doing a great job! Their sales are rising, and they have been making big improvements with staffing and training.



# Customer Comments

## LAMSON RD #120 // 6.2.2025

"I accidentally dropped my dozen donuts (I walk with a cane) & Dawn was so helpful & thoughtful. Another customer helped pick up the donuts. I was so embarrassed & Dawn was so sweet! Please recognize her kindness & professional customer service. Thank you for having her as an employee!"

*-Joy King*

## LYSANDER #003 // 5.27.2025

"I just stopped for ice cream Carrie took my order told me the total and made my cone. I left the exact change on the counter and went to my car. A minute later I heard someone say excuse me. It was Carrie. Apparently, I gave her a dollar too much and she tracked me down to make sure I got my dollar. That kind of honesty is rare. It's only a dollar and she still chased me down. Well done."

*-Margaret Heins*

## CANANDAIGUA #122 // 5.15.2025

"I came into the Ithaca store today. Lines were long, several people waiting for sandwiches, and the cash line was growing. I had a little time but not much and did not think I would be able to wait. The 3 ladies working there were amazing. They were fast on their feet and at making sandwiches. One woman was making sandwiches, frying stuff and helping the other cash lady to move folks along. If one did not take a look, they might think she was using roller skates. My experience was great; I haven't been here in some time but will be visiting more often. I hope your company shows appreciation to employees because they were fast and friendly. My ham sandwich was delicious and was only in the store about 10 minutes"

*-Jim Fawn*

# Food Safety Tip



## CHEMICAL STORAGE

All chemicals, including spray bottles and unopened gallons, need to be stored in the maintenance closet or back room. Nothing should be kept on or under the 3-bay sink.

Also, don't leave bathroom cleaners in the restroom or anywhere guests, especially kids, could reach them.

# Loss Prevention Tip

## JUST SAY HI

A friendly "Hello!" or "Welcome in!" isn't just good service, it's also a proven theft deterrent. Acknowledging customers lets them know you're aware of their presence, which makes potential shoplifters think twice.

Plus, it creates a more positive atmosphere for everyone!





# HR & Ops Updates



## WORKPLACE VIOLENCE

Please make sure all employees have completed their Workplace Violence Prevention RTOs—this is a New York State requirement, and the compliance deadline is fast approaching. Take a moment to check training statuses and follow up with anyone who hasn't finished. Let's make sure we're 100% compliant on time!

## TRAINING CHECKLISTS

Just a friendly reminder that training checklists are a key part of making sure every employee gets the tools and knowledge they need to succeed. A well-trained team means smoother operations, better service, and a safer workplace for everyone!

Make sure all new hires (and current team members doing ongoing training) complete their checklists—and don't forget to scan and send them to HR so we can keep everything up to date in their files.

Thanks for helping us build strong, confident teams across all our stores!





# Emotional wellbeing and life-balance resources to keep you at your best



**Starting May 1, 2025, your CorpCare program will become SupportLinc, administered by CuraLinc Healthcare.**

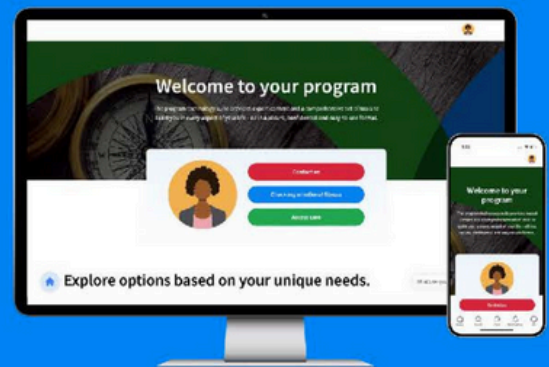
Your program is evolving to bring you enhanced personalized care with greater convenience and new features to help you thrive. Receive guidance and expert resources to address and resolve everyday issues at no cost to eligible members.

To reach confidential support, the phone number you've always used will remain the same.

## What's new?

With this transition, you will gain access to a new and easy-to-use web portal and mobile app. From the convenience of your phone, computer or tablet, you will be able to:

- Create a personal profile
- Connect with care options tailored to your needs
- Explore a library of self-guided tools and resources



## Visit the web portal or mobile app to get started

1. Click on Create Account
2. Enter your group code on the next screen (you will only need the code this one time)
3. Create your personal profile
4. Explore everything your program has to offer

We're excited to bring you these enhanced services! Support is only a few clicks away, 24/7/365.



Download  
the mobile  
app today!



800-728-9444



supportlinc.com  
group code: byrne

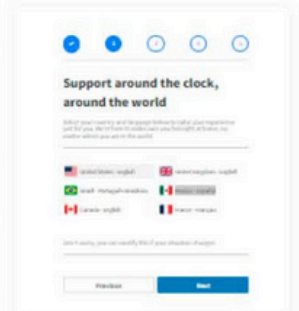
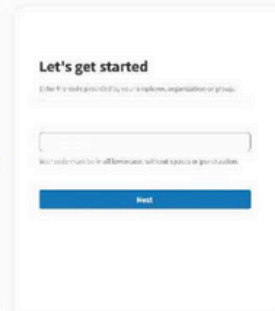
# SupportLinc Web Portal and Mobile App

Easy access to care and support

Quickly access support and easily move between care modalities through our streamlined navigation design. Follow the steps below to receive program recommendations based on your personal needs and interests.

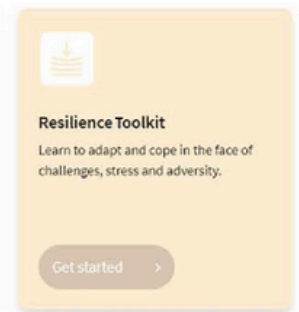
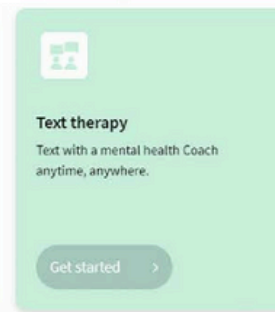
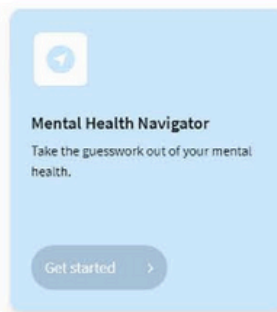
## Step 1. Visit your web portal or mobile app.

Visit [supportlinc.com](https://supportlinc.com) or use the mobile app. Click on Create Account, enter your group code, select your country (if applicable) and create a personal profile.



## Step 2. Explore options based on your unique needs.

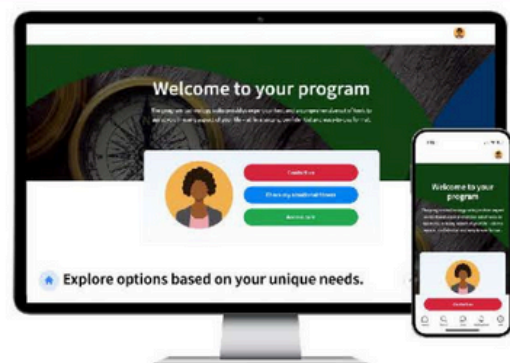
Instantly find program resources and care options based on your personal interests and location.



## Step 3. You're all set!

Discover all that your program has to offer. Whether you would like to assess your emotional fitness, try text therapy or use self-guided resources at your own pace, support is only a few clicks away.

**Have questions?** Please see page two for answers to frequently asked questions.



Download the mobile app  
by scanning this QR code.





# SupportLinc Web Portal and Mobile App

## Frequently asked questions

1. **What are the benefits of the web and mobile platform?** Our goal is to provide you with a personalized experience. When you log in, you will see program resource recommendations based on your unique needs and interests. Our streamlined navigation lets you see all your support and care options in one place and quickly move between modalities.
2. **Where can I find my group code?** Your group code is typically your organization's name, formatted without capital letters, spaces or special characters. For example, ABC & Company would become abccompany. You'll only need to enter your group code the first time you create an account.
3. **Will I still need my group code to enter the web portal?** When you first set up an account, you will need to enter your group code. After the initial entry, you will not need to input it again.
4. **I don't want to set-up a username or password. Does that mean you can't help me?** There are many ways to get the care you need from our program. It sounds like the next best step for you is to call your main program phone number. Our Care Advocates are available 24/7/365 to provide the support, guidance and resources that best meet your needs.
5. **What if I forgot my password?** No problem. Simply click on "lost your password," enter your email address and click on "get new password." You will receive a link to reset your password.
6. **I am having issues setting up/accessing my account. Where can I turn for help?** Our team is here to help. Simply send an email to [helpdesk@curalinc.com](mailto:helpdesk@curalinc.com) and a member of our team will help guide and support you.
7. **Is my information confidential?** CuraLinc Healthcare, who administers your program, maintains appropriate administrative, technical and physical safeguards designed to protect your personal information in accordance with the applicable law. CuraLinc uses industry standard encryption on the portal. We do not sell your email address or other information identifying you to third parties.



Download the mobile app  
by scanning this QR code.



Support for everyday issues. Every day.



# June's Rising STAR



AUGUST 2021  
Hired as SA

PRESENT  
Working towards FSM

SEPTEMBER 2022  
Promoted to SS

FEBRUARY 2025  
Promoted to AFSM

## Derek Brown

### WHITESBORO #25

Derek has shown great leadership skills. You can see through his hard work that he has a passion for running the deli. Derek works well with the other employees and supports his team by setting them up for success with his training style.

Ivan Hill  
Food Service Training & Development Manager

# Employee Spotlight

Nick Menkins

HIRE DATE: 09/02/2008

JOB TITLE: WAREHOUSE MANAGER

Our Warehouse Manager, Nick, keeps our operations running smoothly every day. Nick is a strong leader with a great work ethic, problem-solving skills, and commitment to the team. He plays a key role in keeping everything on track behind the scenes. Thank you for all that you do!



WHAT DO YOU ENJOY MOST ABOUT BEING PART OF THE TEAM?

I really enjoy tackling the daily challenges of running the warehouse alongside a dependable team I've worked alongside for years.

OUTSIDE OF WORK, WHAT ARE SOME OF YOUR HOBBIES OR PASSIONS?

Outside of work, I'm passionate about golfing, going to concerts, and spending time with my family.



# Marketing Updates



## FEATURED ICE CREAM

Scratch Baked Brownie



## FEATURED FOOD

Strawberry Milk

## June Holidays

### NATIONAL DAIRY MONTH

- 1<sup>st</sup> - World Milk Day
- 6<sup>th</sup> - National Donut Day
- 7<sup>th</sup> - National Chocolate Ice Cream Day
- 14<sup>th</sup> - Flag Day
- 15<sup>th</sup> - Father's Day
- 19<sup>th</sup> - Juneteenth
- 20<sup>th</sup> - Summer Solstice
- 28<sup>th</sup> - Donut Day



# June Birthdays

Brandy Abreu  
Paxton Al-Ali  
David Anastasio  
Taylor Baldwin  
Heather Barzee  
Allison Bausch  
Ronald Bikowsky  
Deanna Blanco  
Eric Bowers  
Chammara Bright  
Garrett Brombacher  
Tyler Brosseau  
Jazmine Brown  
Sara Butler  
Nicholas Campbell  
Robin Carter  
Melissa Ceratt  
Amber Chilson  
Christopher Clisson  
Leah Colvin  
Kayleen Colyer  
Michelle Connor  
Kenneth Cooper  
Draven Copp  
Julia Cornell  
Matthew Costello  
Dante Cruz  
Stephanie Cumberbatch  
Sharon Davis  
Laney Deborn  
Courtney Desantis

Phillip Donovan  
Nicole Drummond  
Melissa Dunaway  
Rhonda Fisher  
Khalil Foster  
June Funari  
John Gallina  
Jennifer Gawarecki  
Faith Gibbore  
Kimberly Glennon  
Lyana Halsey  
Harmony Hamblin  
Stephen Hamelynck  
Stormy Hamilton  
Richard Hamilton Cordary  
Adam Hartle  
Theodore Hartner  
Jessi Heale  
Shawna Holmes  
Jayden Hunkins  
Tausif Husain  
Asim Husain  
Hunter Hutchinson  
Geana Ingison  
Jahkim Johnson  
Tayvain Jones  
Tamara Kelsey  
Destani Ketter  
Christine Kinsman  
Corey Klauder  
Andrew Knapp

Heather Kolb  
Katrinna Lambertson  
Stevie Lawless  
Jennifer Macniven  
Jenna Maloney  
Whitney Marshall  
Joshua Martin  
Lilly Mazzole-Sheftic  
Clarence McCall  
Jennifer McElroy  
Rebecca Mckenna  
Shaloni Minter  
Jodie Mitchell  
Kellie Moore  
Amani Muhammad  
Tanya Nageldinger  
Daniel Nellis  
Gino Nunziata  
Jason O'reilly  
Faraja Orestine  
Suzanne Orłowski  
Cole Pappa  
Deborah Paratore  
Michael Paul  
Amber Pickard  
Savanna Plain  
Lisa Powell  
Jeffrey Powers  
Ashley Reynolds  
Brandon Reynolds  
Dakota Rivera

Richard Roberts  
Melissa Roy  
Benjamin Russell  
DeAnna Ryan  
Angel Santiago  
Zachary Savage  
Walter Schmidt  
Angela Schuh  
Amanda Seidel  
Michelle Simpson  
Rotavion Smith  
Owen Snyder  
Damian Spaulding  
Jeannette Stephenson  
Worthy Stoddard  
Joseph Stoddard  
Raymond Street  
Reanna Strong  
Lorendia Templeton  
Onaleisha Thomas  
Jessica Tice  
Michael Todaro  
Jenny Torres  
Sara Updike  
Shauna Vryhof  
Kayla Waddell-Martin  
Patti Waldbby  
Sarah Williams  
Desmond Williams  
Jared Witt  
Rebecca Yeager

# HAPPY BIRTHDAY!

# June Anniversaries

Below are employees who've completed another full year at Sonbyrne Sales

## 1 YEAR

Roman Archer  
William Aviles  
Daniela Bopolo  
Jazmine Brown  
Ethan Clark  
Christopher Clisson  
Jenny Cooper  
Angela Copp  
Linda Cortright  
Gary Coughlin  
Jamie Coville  
Tyler DiRenzo  
Kimberly Ferguson  
Tara Fistick  
Amber Forbes  
Kianna Frey  
Luis Fuentes  
Tyler Gizzarelli  
Kristopher Gridley  
Rebekah Gushlaw  
Harmony Hamblin  
Zoey Henderson  
Michael Komuda  
Angelina Logrono  
Alexis Loomis  
Alexis Manna  
Ewan Middleton  
Kelly Mulpagano  
Tanya Nageldinger

Julio Orrego Perez  
Jesse Rancier  
Michaela Scott-Jones  
Kaitlyn Shaw  
Rheanna Shockency  
Richard Torres  
Ashley Waugh  
Darryl Wiggins  
Austin Wilder  
Khalil Williams

## 2 YEARS

Nicholas Campbell  
Bobbi Carter  
Terra Fagner  
Adrianna Gilchrist  
Kimberly Glennon  
Daniel Griffiths  
Kristy Harrington  
Jaidyn Killian  
Molly Lee  
Jennifer McElroy  
Dawne McNeil  
Debra Rice  
Sarah Stewart  
Stephen Streeter  
Ijaya Waterman

## 3 YEARS

Karen Arnold  
Chammaria Bright  
Autumn Burk

Tina Coston  
Cortney Gould  
Nickolas Hodge  
Matthew Mcfall  
Bernard Meyers  
Katelynn Millet  
Kristian Mosher  
Stefanie Oneill  
Thomas Shearin  
Carl Smith  
Benjamin Walter

## 4 YEARS

Stephanie Boots-Holl  
Jason Casler  
Ricky Cervantes  
Castillo  
Kathleen Ellinger  
Amy Hoffman  
Michael Morgia  
Suzanne Orlowske  
Zachary Wilcox

## 5 YEARS

Mickey Armstrong  
Anthony Losurdo Jr  
Jennifer Macniven  
Masin Markert

## 7 Years

Nathanial Baker  
William Purdy  
Bryonna Yestrumsky

## 8 YEARS

Chris Guter  
Luanne Malouf

## 9 Years

Marissa Kopp  
Lauren Podeswik

## 11 Years

Mary Howe

## 14 Years

Steven Larussa

## 15 Years

Deborah Gale  
Cripps  
Keria Weisbrod

## 19 Years

Marc Nowak

## 28 Years

Christian Brunelle

## 33 Years

Rhonda Fisher

**CONGRATS AND THANK YOU FOR ALL OF YOUR HARD WORK!**