



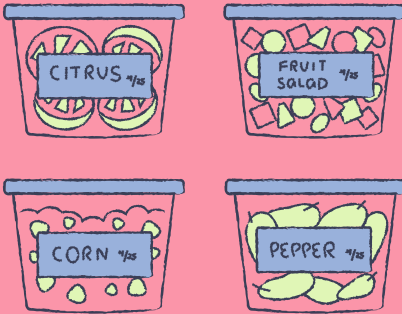
The Sonbyrne Scoop

May 2026

Food Safety Tip

DATE IT RIGHT

Make sure to label and date all prepared and opened food items as soon as you make or open them. This helps everyone quickly identify what the item is and how long it has been stored, which helps eliminate guesswork and confusion.



Knowing when food was made or opened is important to ensuring safe time limits. If something is past its recommended storage time or shows signs of spoilage, it should be thrown out to prevent foodborne illness.

Loss Prevention Tip

FINISH FIRST

When running register, make sure you stay focused throughout your shift. Give each customer your full attention and avoid distractions like side conversations and phones. Completing one transaction at a time helps prevent errors, ensures accurate payments, and keeps the line moving smoothly. Before moving on to the next customer, double-check that the current transaction is complete - payments processed, receipts handled, and any questions answered. Staying present and organized not only improves efficiency but also creates a better experience for every customer.



HR & OPs Updates

ONBOARDING

With another successful hiring event behind us and summer on the horizon, there are many people joining the company. Please remember to follow proper onboarding techniques during this busy season. Don't forget to contact SonbynreHR no less than 48 hours before the scheduled orientation when setting up new hires for orientation. This allows HR to be able to properly set up new hires to come onboard and allows new hires ample time to complete their onboarding. Please remember that onboarding in People Matter must be completed prior to orientation as they must fill out that paperwork in order to be entered into the system.

SLICER SAFETY

Be sure that when you are using or cleaning sharp objects such as knives and slicers, you are careful and use the provided cut-proof gloves to help prevent any injuries that can occur.

ID CHECKS

Remember that alcohol and tobacco sales require valid, government-issued photo IDs. Customers must be 21+ at the time of purchase - no exceptions. When checking IDs make sure that the photo matches the customer, the ID is not expired, and that the date of birth shows that they are older than 21 years old. Don't forget that EBT cards, pictures of IDs, and school IDs are not acceptable IDs for purchasing alcohol and tobacco. If the customer cannot provide a valid ID, the sale of the product must be refused.

Recruitment Corner

Hire for Attitude, Train for Skill

As we continue building our teams for the busy summer season, one of the most effective hiring strategies is simple: **focus on attitude first.**

While experience can be helpful, it's not the most important factor in long-term success. Candidates who show a positive attitude, strong work ethic, and willingness to learn often outperform those with experience but low engagement or poor customer service habits.

What to Look For

- Friendly Approachable personality
- Willingness to help
- Reliability and punctuality
- Openness to feedback and learning

How to Spot It in Interviews

- Ask them how they have handled busy or stressful situations
- Look for enthusiasm and eye contact
- Pay attention to how they talk about past team experiences

Skills like running a register or stocking shelves can be taught quickly. Creating a welcoming customer experience and being a dependable teammate come from mindset—and that's what keeps stores running smoothly.

A great attitude builds a great team!

Start the conversation



According to the National Alliance on Mental Illness (NAMI), **one in five Americans lives with a mental health concern**, such as depression or anxiety. However, stigma and limited access to care prevent many people from seeking support.

This May, during Mental Health Awareness Month, **you can help change that.** Take a moment to educate yourself and others, share resources and start meaningful conversations that lead to positive change.

Your program offers various resources, including 24/7/365 in-the-moment phone support, coaching, counseling, online courses, videos and practical tip sheets—so help is always within reach, for you or someone you care about.

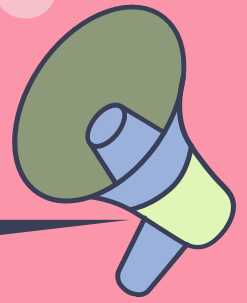
Visit your program's web platform or mobile app to get started.

Take the next step in your wellbeing journey

800-728-9444
mysupportlinc.com
group code: byrne



Special Shout Out



We wanted to give a special shoutout to Store 123 in Oneida for being voted Best of the Best – Readers' Choice in the Oneida Daily Dispatch! This recognition is well deserved, and it speaks volumes about the quality, service, and dedication behind everything the team there does.

A huge thank you to the entire team—your hard work, consistency, and commitment to great service doesn't go unnoticed. It's the people who make a place truly special, and you've clearly built something the community believes in. Congratulations on an amazing achievement, and here's to continued success!

Rising Star



NOVEMBER 2024
Hired as ONSA

APRIL 2025
Promoted to SS

SEPTEMBER 2025
Promoted to AFSM

APRIL 2026
Promoted to FSM

Alexandria Anderson

STORE #157

Alexandria (Lexi) has been a shining star since day one. Lexi is 19 years old making her one of our youngest FSMs in the company. She quickly advanced from associate to FSM, taking just over a year. Lexi is a strong leader, supports her staff to the fullest, follows procedure to a T, strives daily to meet company standard, and is proud to be FSM for Walworth Byrne Dairy. Lexi supports and trains any one in need, and does not fall short, as company standards and expectations are always her priority. Lexi is amazing, she goes above and beyond to support her GM and the rest of her store, helping with paperwork, vendor check-ins and many other side tasks. She has a great sense of humor and a genuinely caring nature—she can brighten just about anyone's day. Thank you, Lexi, for all that you do!

Employee Spotlight

Charlene Bock

DISTRICT MANAGER

Employed Since October 2012



Charlene is the District Manager for the Binghamton area. She is a great example of professional growth with our company. Starting as a GM back in 2012, she has worked her way up to where she is today.

Charlene is always willing to jump in and help wherever she's needed. Her commitment to her team and the success of her district makes a positive impact every day, and we're lucky to have her leading the way.

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

I love that Byrne Dairy is like a family. I also love the feeling that you get when we accomplish great things together.

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

I spend a lot of time with my family in my free time. We try to go out and try somewhere new to eat or to travel to on the weekends. I also love to read on my kindle and coloring with an app on my phone.

Marketing Updates



FLAVOR OF THE MONTH

Cookie Dough

SEASONAL DONUT

Glazed Strawberry Cake

SEASONAL MUFFIN

Lemon Poppy



May Holidays

NATIONAL HAMBURGER MONTH

- 3rd - World Laughter Day
- 4th - National Orange Juice Day
- 5th - Cinco de Mayo
- 8th - National Have a Coke Day
- 10th - Mother's Day
- 15th - National Pizza Party Day
- 16th - National BBQ Day
- 16th - Armed Forces Day
- 25th - Memorial Day
- 28th - National Hamburger Day



Anniversaries

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

1 YEAR

Thomas Adams
Miquella Ahumada
Heida Alvarado
Michelle Arnold
Elaine Bartlett
Ryan Berte
Steven Bigness
Anthoneka Bivins
Desarie Broda
Karen Brown
Leland Bugnacki
Tina Bushnoe
Jordan Comer
Jazmine Compagni
Michelle Connor
Buffi Delaney
Betty Fuller
Jennifer Gawarecki
Aidan Gillen
Fred Goldby
Samantha Grego
Brian Griffin
Arianna Hagberg
Penny Hand
Autumn Keene
Hunter Kesler
Sara Keville
Kyra King
Elijah Kozubal
David Lamprecht
Kimberly Long
Tayris Lopez

Christopher Parmeter

Ayden Pencille
Tammie Porter
Beverly Raetz
Easter Rai
Alijah Sadler
Steven Shaffer
Marissa Shoop
Melissa Smith
Leah St Phillips
Katelyn Szopinski
Ellie Trice
Eileen Vesosky
Michael Vesosky
Hanna Webster
Ryan Wheeler
Heather Whitecotton
Devin Woodward
David Zizak

2 YEARS

Mikayla Amico
Jennie Bissell
Virginia Blasier
Saralynn Farber
Amber Gagner
Ryan Gorman
Madyson Hall
Annabelle Horan
Katlyn Kuzmack
Trent Leabo
Tanner McGuire
Ian Michalski
Jeremy Richenberg

Brandon Smith
JoAnn Snow
Joanna Stagner
Maureen Stagnitti
Bradley Strange

3 YEARS

Ronald Bradley
Shannon Lannie
Constance Masten
Rebecca Mckenna
Katherine Rush
Jennifer Trenholm
Pauline Wattering

4 YEARS

Melissa Allen
Jessie Joynt
Chartina Kaulback

5 YEARS

Corey Clark
Lily Derby
Alicia Hunsinger
Anastasia Hyde
Jennifer Johnson
Jessica Koehler

6 YEARS

Cheyenne Berry
Brandon Smith
Sarah Talerico

7 YEARS

Justin Cavanaugh
Nicholas Small
Kimberly Stephens

8 YEARS

Rosemary Riegler
Bradley Shepard

9 YEARS

Martin Johnson
Alex Thurston

10 YEARS

Carol Grzesiak
Christine Wilgosz
Isabel Zapata

15 YEARS

Sean Stott

17 YEARS

Tara Lane

18 YEARS

Alicia Wright

31 YEARS

Melissa Mulcahey

34 YEARS

Lori Sharkey

38 YEARS

Scott Schilling

Congrats & Thank You!

Birthdays

Miquella Ahumada
David Alfreds
Karen Allen
Zuleyka Alvarez
Olivia Aponte
Roman Archer
Paul Athey
Nathaniel Baker
Alexandra Barker
Jacqueline Barndollar
Elaine Bartlett
John Benitez
Jessica Bohart
Anthony Bowman
Jayden Brewington
Stephen Briggs
Michaela Buck
Elena Bulla
Christianjay Busto
Michelle Butler
James Campfield
Alano Caraballo
Brooke Carmel
David Carmel
Derek Casler
Justin Cavanaugh
Anastasia Cease
Ryan Childs
Jack Clark
Cascia Cleveland
Christopher Comfort
Gary Coughlin
Lily Derby

Maya Dobrzanski
Suzanne Doolittle
Britani Ennis
Jonathan Erickson
Dashawn Gary
Makenzie Genung
Kelly Glover
Breeonna Godkin
Jade Goodman
Patricia Graham
Kristopher Gridley
David Gulliver
Gerald Hackney
Michael Hamlin
Kirk Hauser
Patricia Healey
Briana Heindorf
Katrina Hill
Maeleigh Hill
Jennifer Hooker
Bradley Jones
Marion Joslyn
Tanecia Kahler
Jessica Koehler
Kyle Krause
Lisa Lafritz
Shannon Lannie
Steven Larussa
Trent Leabo
Amber Lee
Justin Light
Lyron Lilly Crawford
Erin Loope

Monica Lukowski
Natalie Maar
Samantha Mahler
Alexis Manna
Erin Marmontello
Addison Marshall
Brennen Mathews
Dimitri McGuinness
Coral Meisner
Nathan Michaud
Kelly Mulpagano
Jesse Myers
Nathanyal Nash
Marc Nowak
Matthew Nugent
John Oliver
David Paul
Kristen Pessirilo
Megan Peters
Carrie Pitcher
Tammie Porter
Bobby Potter
Rebecca Pratt
RaeYahnna Price
Michelle Quartier
Cheryl Rice
Christy Roache
Rose Roberts
Tatiana Robinson
Keigan Rogers
Amanda Roof
Jessie Rosenbaum
Benjamin Rourke

Jamie Russell
Olivia Russitano
Tanya Salas
Anthony Sanders
Betsy Schwager
Shane Seeman
Monette Senay
Thomas Shearin
Matthew Short
Robert Sickler
April Smith
Harmony Smith
Jaslynn Smith
Marsha Soper
Ferris Stackhouse
Kimberly Stephens
Cheyenne Stockman
Madison Szabo
Tara Telfer
Brenda Thomas
Allan Vandorn
Jayden Vinke
Victoria Wallis
Hanna Webster
Gregory Wheeler
Heather Whitecotton
Rodrick Williams
Daniel Wolfanger
Paytan Woodridge
Thaddeus Worthen
Isabel Zapata

Happy Birthday!

Byrnsie's Brain Boosters

Solutions on Next Page

T	M	P	O	I	P	E	E	U	T	L	C	V	M
A	T	R	E	K	A	H	S	K	L	I	M	D	B
C	O	K	E	H	R	H	P	I	N	O	F	V	T
O	E	Q	L	K	A	C	I	D	F	A	E	Z	U
Y	G	D	F	H	D	N	M	Q	I	T	S	S	F
B	V	F	I	C	E	L	S	E	E	D	B	L	V
B	I	L	P	N	U	H	N	R	S	E	A	T	J
R	E	G	R	U	B	M	A	H	T	G	R	E	R
T	S	R	F	R	A	N	L	D	A	H	B	P	S
Z	I	I	U	B	F	G	K	T	E	A	E	D	A
M	F	L	J	K	L	B	E	H	T	P	Q	N	S
V	L	L	W	K	H	C	A	Y	P	R	U	E	C
B	O	I	X	P	I	L	T	E	T	G	E	K	I
K	W	N	W	V	S	T	R	L	K	J	G	E	B
A	E	G	R	H	J	O	E	M	O	T	H	E	R
O	R	E	T	G	N	J	I	U	R	S	N	W	A
M	S	S	D	I	G	H	T	J	N	B	Q	A	K

Word Search

HAMBURGER
TACO
VETERAN
MOTHER
FLOWERS
FLAG
FIESTA
SERVICE
GARDEN
BARBEQUE
COKE
KITE
WEEKEND
BRUNCH
PARADE
MILKSHAKE
PEPPERONI
GRILLING

Word Scramble

Can you unscramble the words below?

1. ALSSA
2. RTHOME
3. UNBRCH
4. MUERRAHBG
5. ENRGOA
6. TGUERALH
7. VEERSOTF
8. SRRBERYWAT
9. SSWTARAR
10. MPIGCAN



Cryptogram

Can you figure out the secret phrase?

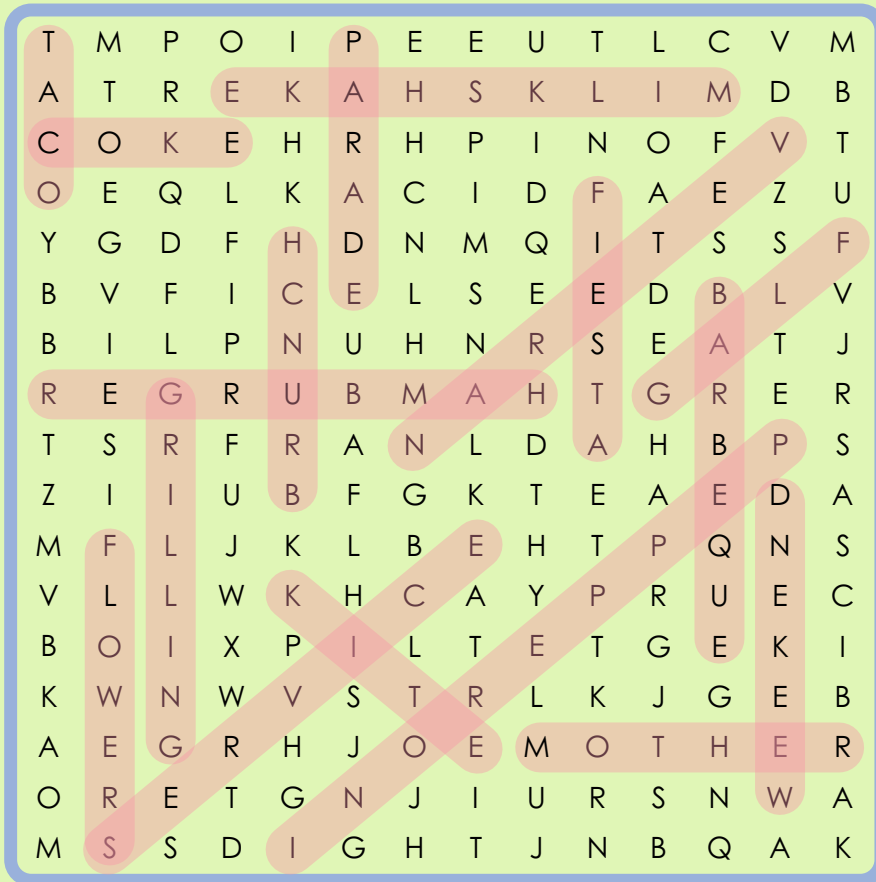
6	1	9	9	7	2

3	6	4	10	9	5	6	8

11	7	2	7

Byrnsie's Brain Boosters

Solutions



Word Search

- HAMBURGER
- TACO
- VETERAN
- MOTHER
- FLOWERS
- FLAG
- FIESTA
- SERVICE
- GARDEN
- BARBEQUE
- COKE
- KITE
- WEEKEND
- BRUNCH
- PARADE
- MILKSHAKE
- PEPPERONI
- GRILLING

Word Scramble

Can you unscramble the words below?

1. SALSA
2. MOTHER
3. BRUNCH
4. HAMBURGER
5. ORANGE
6. LAUGHTER
7. SOFTSERVE
8. STRAWBERRY
9. STARWARS
10. CAMPING



Cryptogram

Can you figure out the secret phrase?

S U M M E R
6 1 9 9 7 2

I S A L M O S T
3 6 4 10 9 5 6 8

H E R E
11 7 2 7