

## Old National Merchant's Association Meet the Managers Forum

Date: May 14, 2015

Location: Atlanta Gateway Hotel

Time: 7pm – 8:30pm

Manager Attendee's: Wal-Mart, Kroger, L.A. Fitness, Walgreens

### L.A. Fitness

6385 Old National Highway, College Park, GA 30349 / Phone: (678) 304-2444

General Manager: Travis King

Phone: (404) 391-5373

Email: [srkingtravis43@gmail.com](mailto:srkingtravis43@gmail.com)

#### L.A. Fitness Facts:

- ✓ 37 Locations in Metro Atlanta
- ✓ Location has been in community for 3 years
- ✓ 50 employees
- ✓ \$8 million dollar facility
- ✓ Private Facility – No children under 14 allowed. Children under 18 must be accompanied by a parent.

#### A. Goods / Services & Customer Service

##### 1. What needs to be fixed or improved?

- i. Cleaning the equipment

**Feedback:** By treating the store and equipment like it's their own. The store reflects the way the community feels about it.

- ii. More assistance from staff with machines
- iii. Spin cycles are not working

#### B. Public Safety

##### 1. Positive Feedback:

- i. Good things are happening on Old National – please keep the community's concerns first.

##### 2. What needs to be fixed or improved?

- i. Cleaner streets, corners, and parking lots

## Wal-Mart

6149 Old National Highway, College Park, GA 30349 / Phone: 770.994.9440

Store Manager: Saliou Gaye (Staff Present: Jackie Lee)

Phone: (770) 994-9440

Email: [sgaye19352@gmail.com](mailto:sgaye19352@gmail.com)

### Wal-Mart Facts:

#1 Store in Region for 2014

286 employees

Sales improved dramatically over last two years

Store Manager is on the board to implement companywide customer service program

Security on staff 24/7

### A. Goods / Services & Customer Service

#### 1. Positive Feedback:

- i. Love the self-checkout and help aids
- ii. Manager Silou is excellent with the public and very responsive to issues/concerns and he's usually around
- iii. Convenient Location
- iv. Good produce section
- v. Impressed with the competitive prices

#### 2. What can be fixed or improved?

- i. More checkout lanes especially during peak sales periods

**Feedback:** good employees are hard to come by and when people call off from work or just don't show up, it's difficult to keep up with the rush and hard to find employees to come in on their day off.

**Solution:** always looking and hiring new employees with a good work ethics. If you know someone looking for work and they are a good worker – please send them to the store.

- ii. More products for minority customers

**Feedback:** Listens to community and provides the products they need.

Implementing this sales structure has greatly improved sales over the last 2 years at that store.

- iii. Increased community involvement

- iv. Improved self-checkout lanes

**Feedback:** managers on duty can always open more self-checkout lanes

### B. Shopping Environment

#### 1. Positive Feedback:

- i. Convenient Location
- ii. One of the cleanest and well stocked Wal-Mart's in area
- iii. More lanes are open

iv. Super staff support

2. What can be fixed or improved?

i. More stable employees – maybe retired individuals

**Feedback:** Always looking to higher good people with good work ethics

ii. Shopping carts are all over parking lot making it hard to find parking / clean parking lot throughout the day

**Feedback:** a private company comes in over-night to clean lots but there is always 2 to 3 maintenance staff on schedule and the managers are supposed to monitor the cleanliness of the front of the store every 2 hours.

Suggestions: Add security line to store that will stop carts once they reach the security line.

iii. Stop employees from chewing gum

iv. Shopping carts do not roll

v. Need more cashiers

**Feedback:** will follow up on logistics of schedule to ensure that all shifts are covered – lunch breaks sometimes tie up the staff.

vi. Clean around the outside of the store

**Feedback:** The managers are supposed to monitor the cleanliness of the front of the store every 2 hours.

Suggestions: Add “Do Not Litter” signs to front of store and parking lots

vii. More “visible” security needed

**Feedback:** Security is on staff 24/7

viii. Cleaner bathrooms and shopping carts that operate correctly

**Feedback:** If the bathrooms are dirty please make the manager aware and he/she will have the maintenance staff go and clean it. The bathrooms are constantly used and can get dirty quickly.

ix. Remove shopping carts from neighborhoods and bus stops

**Feedback:** The store has someone that will come to the neighborhoods and pick up the shopping carts – Wal-Mart will coordinate with Kroger on picking up carts in the area.

x. Get rid of panhandler’s in front of store

### C. Public Safety

1. Positive Feedback:

i. The store is clean on the inside

2. What can be fixed or improved?

i. More lights in parking lot

## Kroger

6055 Old National Highway, College Park, GA 30349 / Phone: 770.996.4441

Store Manager: Larry George (Staff Present: Shamika, Brittany, Stacey, and Ulanda)

Phone: (770) 996-4441

Email: [larrence.george@stores.kroger.com](mailto:larrence.george@stores.kroger.com)

### Kroger Facts:

May 13, 2015 was the store's 16<sup>th</sup> Year Anniversary on Old National Highway

142 associates on staff

\$515k - \$520k per week in sales

Store Manager, Larry, has been at this location for 7 months / with Kroger for 15 years

Currently working on coordinating a Job Fair

### A. Goods / Services & Customer Service

#### 1. Positive Feedback:

- i. Security is much better
- ii. Great Prices and Sales
- iii. Nice seafood and front end staff
- iv. Great Produce section

#### 2. What can be fixed or improved?

- i. Add a food bar
- ii. More stable workers  
**Feedback:** currently working on a Job Fair
- iii. Put markdowns in the front of the store so that they are more visible
- iv. Increased Community Involvement
- v. More products for minority customers

**Feedback:** The products offered are based on the sales of that particular item at that location

### B. Shopping Environment

#### 1. Positive Feedback:

- i. Nice employees

#### 2. What can be fixed or improved?

- i. Empty the trash at the bus stop
- ii. Remove shopping carts from Marta bus stops

**Feedback:** The store is working with Code Enforcement and Marta about a way to prevent this issue. Currently, if you call the store directly and let them know where the shopping carts are, they will send someone to pick them all up, usually within 24 hours.

**Suggestions:** add a shopping cart security line; add benches so that people won't sit on shopping carts.

iii. Cleaner parking lot

iv. Improved self-checkout computers

**Feedback:** The store is doing all they can to improve the self-checkout computers. When they breakdown, the store hires an outside company to come fix them but there's no definite timeframe as to when they will be fixed. The company will be replacing all of the robots but they don't know when.

v. Get rid of panhandlers in front of store

vi. Bathrooms need to be cleaned more often

**Feedback:** they keep a log of each time the bathrooms are cleaned – if you see they are dirty, please let management know.

vii. Extra security in parking lot

**Feedback:** added security for parking lot approximately 4 months ago

**Solution:** Management is working with Officer Pittman on security issues in the plaza

viii. Needs more help in the deli during peak hours

**Feedback:** the manager agrees with this observation and willing to consider applications for the deli from the hours of 4pm – 8pm.

**Suggestions:** reach out and market jobs to retirees

ix. More lighting in parking lot

**Suggestions:** light up the parking lot with a watch tower and have security on scooters – split the cost amongst plaza owners and tenants

## Walgreens

6120 Old National Highway, College Park, GA 30349

Store Manager: Tina Johns

Phone: (678) 536-4050

### Walgreen's Facts:

1 of 14 locations in Tina Johns' district

20 employees including 3 managers and 4 in the pharmacy

Sales are down and corporate is closing 300 stores

Tina Johns, manages 2 locations

**Customer Feedback:** hard to get there and park due to busy intersection aggravated by stacked-up turn-lanes on both Flat Shoals and Old National sometimes making it very inconvenient for customers to get in and get out.

**Positive Feedback:** Store has friendly customers and staffers that Johns appreciates. Johns believes in the store's potential and wants to remain at the helm — "Oh, I'm not going anywhere." She is community active and has participated, with her staff, in health screenings and other activities at nearby schools.

**What can the community do to support the store?** Store will fall or rise on shoppers who have positive store experiences and become steady, repeat customers; more shoppers; greater support from consumers in completing customer surveys. Also, encourages residents to call police about any parking lot activity after store hours.

**Store is interested in "full-time availability" job applicants who see career potential with Walgreens.**

## Community Updates

Fulton County is working with Code Enforcement on a Solid Waste Management Program

- i. There will be 1 service provider for the Old National Area
- ii. Setting up a fund for the community to help support the cause. For more information please visit [www.fultoncountyga.gov](http://www.fultoncountyga.gov).
- iii. Adopt-A-Road: companies and individuals can adopt a road and help keep the Old National area beautiful.

### **Public Safety Updates:**

Chief Gary Styles has been with Fulton County for 30 years and is here to assist and partner with the managers to help keep crime rates down.

### **Crime Stats:**

- ✓ Robbery is down by 25%
- ✓ Only 6 burglaries for the year 2015 so far
- ✓ No homicides in 2015 – last one was in 2013
- ✓ No strong arm robberies so far this year – last year there was 7

**Main Issues:** Theft by taking (autos) and Shoplifting

### **Tips to avoid being a victim:**

- ✓ Do not leave your car running – not even for 30 seconds
- ✓ Do not leave valuables or items in plain sight i.e. purse, phone, wallet, etc...

### **Arrest Stats:**

- ✓ Largest crimes committed by people between the ages of 13 and 22 years old
- ✓ Another spike in crimes committed by persons age 31
- ✓ Crimes committed by men mostly but from 5/14/14 to 5/14/15 there have been 300 crimes, 131 of these crimes were committed by women

### **The Chief's Promise to Deliver:**

Will provide us with profiles on arrests and criminals

Will give us details on crime trends in the area

### **Q&A Session:**

1. How is the new precinct going to impact the community?  
Answer: It is more visible than the last precinct and will hopefully be open 24 hours within the first year of opening
2. How can we reduce the booking time for criminals so that the officers are back out patrolling the streets sooner?  
Answer: The process takes time because the police must obtain a warrant from a judge to book each criminal.
3. Is there a plan on how the police will monitor the children's activities while they are out for the summer?

*Special Thanks to:*  
**HOA COMMUNITIES PRESENT:**

Normandy HOA  
Ashley Downs  
Bethsaida Pointe  
Burdette Place  
Burdette Ridge  
Carrington Pointe  
Devonshire  
Hallie Halls North  
Old National East  
Pinetree & The Meadows of Pinetree  
Pointer Ridge  
Pondersoa  
And many more!!

**Other Comments and Announcements from the audience:**

- ✓ The potholes on Old National Highway are in the process of being filled and the city is waiting on approval to pave the roads

***The Gateway Hotel is under New Management!***

- ✓ Please join management and staff on May 31, 2015 from 3pm to 7pm for their Grand Opening. There will be jazz music, finger foods, and over 300 guests expected. Vendor tables / space is available.
- ✓ Hotel shuttle provided by **Atlanta's Premier Shuttle and Limo Service, LLC**