

APRIL 2023

fresh take.

STATER BROS. MARKETS NEWSLETTER



BobHope.USO.org



Service.

"The best way to find yourself is to lose yourself in the service of others."

- Mahatma Gandhi



Stater Bros. Teammates,

I often say, "We are not in the grocery business, we are in the people business." Or to put it another way: Food and groceries are what we sell but taking care of people and their needs is what we do.

Our company serves Southern Californians in so many ways. Not only do we help customers feed their families, but we also support initiatives that help entire communities, and we support groups that give aid to those who need assistance with the necessities of life. It's also well known that we advocate for those in uniform who help maintain our freedoms and safety. And last, and most importantly, Stater Bros. teammates support each other.

As you read through the wonderful stories of service in this issue of Fresh Take, I encourage you to think about how we can better serve our customers, our communities, and our teammates. It is my belief that when we take care of each other, we'll take care of our customers, they'll take care of us, and in turn, everything else will take care of itself.

A handwritten signature in black ink, appearing to read "Pete Van Helden".

Pete Van Helden
Chief Executive Officer
Chairman of the Board

What's inside...

Community Support, Snow or Shine	5
"What's the Number to Your Corporate Office?!"	6
Serve Us with a Smile	8
Mansion Memories	10
Who is IT Behind Extension 4357?	12
The USO - Serving our Troops, at Home and Afar.....	14
Customer Compliments	17
Service Awards	18
Store and Corporate Promotions	24
Retirees	27

Click on a title
to jump right to
that article.

Community Support, Snow or Shine

As we look back on the recent snowstorms that have impacted our mountain communities, we are reminded of the incredible resilience and wholeheartedness of our teammates. We are grateful for the long hours, hard work, and commitment that each of you demonstrated during this challenging time. Thanks to your efforts, our customers had the supplies they needed to weather the storm. Your dedication to serving our communities is truly inspiring, and we want to thank each one of you for your contributions. We are proud to have such a dedicated team of employees come together time and time again!



"What's the Number to Your Corporate Office?!"

- A. Noni Muss

By Charlotte Wall

You might have heard a customer ask how they can contact the corporate office to report a stellar experience in your store ... or perhaps the contrary. In any case, if you've wondered who is on the receiving end of those customer calls, it's our Customer Care Department.

Customer Care is the team that supports our brick-and-mortar and e-commerce businesses through the Customer Care contact center. The department supports store operations, helps with initiatives the company is rolling out, provides customer support and assistance, and takes customer feedback that is valuable to our company's growth and productivity. Some of the teammates that make up the



Natasha Tillman

Director of Customer Care

department have experience within the grocery industry, and some have experience in other industries, blending the reliable familiarity of the retail arena with fresh ideas that provide a different perspective on the execution of customer service. The team is led by Director of Customer Care Natasha Tillman, who has many years of experience in customer service environments. "I'm very passionate about looking for solutions that make things better. When things are broken, I have a drive to want to resolve or fix it," said Natasha. Her drive to find solutions has inspired the Customer Care team to continuously learn additional skills to help the stores' teams to be successful, whether it's providing coaching, support for store teammates, or becoming the escalation department for issues that happen at the store level but can't be resolved there.

When taking calls, the team has learned the importance of showing that they care by listening and gathering all the facts to understand the customer's concerns. According to Jesus Resendiz Casas, Customer Care Representative, the key is to remember that the customer's frustration is not directed toward you. They want to be assured that they are being heard. The team must be diligent in gathering the facts from the stores to determine

the realities of the experience by recognizing the similarities in both parties' re-telling of the event. After a fair and thorough dive into the customer's account of the incident, a closing call is made to follow up with the customer. Over 90% of customer calls are closed favorably, with the customer being confident that their concern was resolved. Angela Stradley, Customer

Care Representative, stated that most customers are happy at the end of a call. "I put myself in their shoes and don't take anything personally," said Angela.

Of course, not all calls from customers are generated by negative experiences. Customer Care receives calls from customers who want to share their positive in-store experiences and give compliments to our teammates as well. In addition, customers will reach out when they need guidance or support for our apps and our website. The team can navigate them through unfamiliar areas and assist with gift card inquiries, sales issues, and Digital Deals support. Leslie Leon, E-commerce Specialist, shared a recent experience on a

call with a customer who needed help navigating the steps of her online purchase. The customer was attempting to place the order because she was sick and could not go into the store. Leslie was able to assist, which left the customer so grateful that she asked to speak to the Supervisor of Customer Care Erica Barajas, to give positive feedback. Erica said the most rewarding thing for her is being able to help somebody when it's a tough situation. "They appreciate that we're able to help them and you gain a loyal customer," said Erica.

To create a better overall experience for our customers and teammates, Natasha has worked collaboratively with the Security Department to provide

de-escalation training to all management-level teammates in the stores. The course includes lessons on effectively handling hostile situations. Since the launch of the training, a decrease in aggressive behaviors and actions has been seen, which has helped manage challenging interactions with customers.

The goal for the department in 2023 is to expand the team's knowledge and provide them with tools to better partner with our teammates and grow and strengthen our support in the e-commerce segment. "Customer Care is evolving into a department that will support all other functioning areas of the company," said Natasha.



Stater Bros. Customer Care Department: From left to right - Jesus Resendiz Casas, Leslie Leon, Erica Barajas, Natasha Tillman, Missy Salazar, Angela Stradley, Miranda Guzman, Jason Cisneros

Serve Us with a Smile

By Jonathan Lieu

Do you remember the last time you were stuck in traffic or when you needed to rush to get your child to their baseball game or music practice? How can we do all these things, eat well, and maintain a healthy sense of family? In a society where time is increasingly at a premium, we try to squeeze more and more into smaller and smaller slivers of time. Just the thought brings to mind the dystopian scenes from the 2011 movie, "In Time," where time has become so valuable and precious that it has taken over as society's currency. When Justin Timberlake's character runs out of time, well ... you'll have to see the movie to find out what happens.

The more we can do to help each other get more time, the better off we'll all be. That's where our service delis and bakeries come in and the key is literally in the department name - SERVICE. There is a term in

Give each customer your undivided attention and make them feel that you're here for them.

Amanda Gentle, Bakery Manager

marketing called "value proposition" and it means nothing more than an easy-to-understand reason why a customer should choose you over the competition. Why should consumers choose Stater Bros. over other grocery stores? In our line of business, where every competitor touts itself as being fresh and local, an area



of differentiation that is too frequently forgotten is the human element. It's always about people.

Recently I visited Store #182 Highland's highly regarded Service Deli and Bakery Departments to witness their special brand of customer service. Nicole Vasquez, the store's Service Deli Manager said that the guiding principles for her department are 1) The customers always come first 2) Greeting and acknowledging each customer, and 3) Keeping everything in the department full and fresh. I expected to hear about some secret formula, but it's actually quite amazing in its simplicity because all of these things are easy for anyone to do.

I was able to witness this first-hand during my visit. What stood out was the efficiency of the team. Customers were greeted promptly, and they seemed to really appreciate being acknowledged. Teammates quickly assessed the customers' needs and were able to address them so that they could be on their way. Customers were friendly and teammates were helpful, creating a virtuous circle. Friendliness begets friendliness, which in turn elevates the entire experience for everyone.

It was a great reminder that greeting a customer is absolutely the easiest step toward a great customer interaction. We've all been there before as customers ourselves when a shopping experience quickly went downhill because we thought we were being ignored or that no one was paying attention. For a customer, a quick hello is a reassurance to them that we know they're there. Bakery Manager Amanda Gentle drives home that point by remarking, "Greeting our customers is our number one priority because it shows them that we see and recognize their presence. Understanding that every customer has a different need requires us to listen and pay attention to what the customer is requesting. Give each customer your undivided attention and make them feel that you're here for them."

Great teams have great leadership and it's important to remember that we can all be leaders. Shawnda Henderson, Service Deli 2nd Person, illustrated this perfectly. "I like to lead by example, that's how I get my team to buy in on any new initiatives or company goals. If my team sees everyone equally doing what's needed to be done, they're more happy about sharing the load." Nicole reiterates that point by saying, "In our deli we take the approach as a team, to help each other out so that we are able to take care of our customers. Our customers are our primary concern, and we help them plan special events as well as everyday needs."

Service Deli Clerk Yesenia Garcia uses her mom's personal experience as a guide. "My mother told me stories of going into other grocery stores and talking to me about issues with customer service, like not getting exactly what she ordered. I remember those stories and go out of my way to make sure that each customer gets exactly what they order."

As I observed the team, I happened upon Jesus who was buying flowers and a cake for his wife's birthday. I asked him if he used our bakery often. He said yes, and when I asked him if he liked the service, he replied, "Oh yeah. That's why I keep coming back." He was in and out in about 5 minutes and that's even including the time it took to put his wife's name on the cake. Now that's service, and it's a loyal customer that our teammates helped us earn.



Things don't always go perfectly though. Service Deli Clerk Jay Powell mentioned a recent instance where customers were trying to get lunch meat for their kids' lunches, but what they were looking for was out of stock. Although out-of-stocks are unfortunate, they do happen. He tries to turn disappointments like that into opportunities to find a solution by apologizing for the inconvenience and then trying to help them by making suggestions on substitutions.

We often think of customer service from the perspective of appeasing customers who've had a negative experience, but it's just as important to make customers happy and delighted before they get upset in the first place. Brandon Torralba, Service Deli Clerk gives some insight into that by saying, "We go above and beyond. We approach and greet each customer with a smile. We repeat back orders to make sure that we get it right just as they wanted. We also acknowledge customers that approach the counter that we'll be right with them."

So think about how you'd like to be treated at the end of a long day or when you're stressed out about getting food for a last-minute party. Think about their purchase as part of an entire solution. They're not just there to buy a cake. They're there to show their love for their wife on her birthday for example. Suggest an item they might never have thought of or could have easily forgotten. Fragrant flowers. Cake candles. Napkins. A special wine. A favorite side dish. When we think about service, let's think about how we'd want someone to serve us. That's where the often-unsung heroes of our service departments can make all the difference between us and the competition.



Makai Comeaux



Mansion Memories

Sprinkling a bit of magic for children in Redlands.

By Daniel Perez Anaya

Dianna Lawson, born and raised in the Inland Empire, is a prominent member of the Redlands community. She is the executive director and founder of Mansion Memories and continues to work hard to support underserved children in the Redlands community by providing an enriching experience where "kids can be a kid again."

“We encourage everyone to be a kid again; there is no age limit. ”

– Dianna Lawson



Much like Dianna's organization, Stater Bros. Charities believes in supporting children's holistic well-being, which includes their physical, mental, emotional, and social needs. Since Mansion Memories' founding in 2015, Stater Bros. Charities has supported the organization's effort to enrich the lives of children and their families. "Caring for the well-being of underserved children in our communities extends beyond their physical needs," says Danielle Oehlman, Director of Stater Bros. Charities. "It's important that children are happy and that they're able to have enriching experiences."



Mansion Memories plans to invite 800+ attendees this year.



Mansion Memories hosts a Magical Day program three times a year when nominated families are invited to the Burrage Mansion for a fun day of interactive games, crafts, music, and entertainment. Children in the program can meet their favorite storybook characters. It's imperative to the organization that the family experiences the magic of the event together. The families who attend the program are nominated by local agencies that support children in Redlands and its neighboring communities. The event is completely free of charge and the program is entirely staffed by volunteers, including the characters in costume.

Families are greeted by a character on a typical program day and escorted to the mansion's courtyard, where the fun begins! Face painting, train rides, and an opening show soon follow. All the families are separated into three main groups. They rotate through the mansion's several story lands for fun and adventure. "When you're here, you can physically

STATER BROS. 

Since 2015, Stater Bros. Charities has donated \$95,000 to Mansion Memories.

see the difference, we're making kids happy and it's so important that families are making memories together," said Dianna.

Everyone is a volunteer.

From the characters in costume to the support staff, the program is run by volunteers apart from Dianna. "We can't express enough gratitude for the support we receive from Redlands community members," mentioned Dianna. Many of the volunteers are talented theater actors local to the Inland Empire, and many have worked at local theme parks. With generous donations from supporters and Stater Bros. Charities, Dianna can offer the character actors a small stipend.

Mansion Memories accepts volunteer applications on mansionmemories.org where Stater Bros. Markets teammates who are interested may apply. However, it must be noted that participation is entirely voluntary and is not affiliated with Stater Bros. Markets.

Customer Compliment

29 Palms, #105

I had ordered about 70 trays from the deli and bakery area on January 7 for my husband's celebration of life. Let me tell you, the trays were beautiful. All your staff were awesome. It couldn't have been any better. What a great crew you have there. They outdid themselves. Thank you so much. – Michelle Minatrea Teo



Stater Bros. Information Technology Service Desk from left to right: Nathaniel Boykin, Joseph Berg, Daniel Alvarez, Michael Acteson, Angela Walters, and Geoffrey Mell

Who is IT Behind Extension 4357?

By Annaley Becerril

Our Information Technology Department (IT) supports all areas of our organization. You may have seen our IT teammates at our corporate headquarters or on the road servicing our various store locations. Our IT team is critical in supporting numerous technical services that keep us running smoothly and efficiently.

Have you ever encountered a computer issue that required you to submit a ticket through the Stater Employee Resource Assistant (S.E.R.A) self-service portal or called for HELP (4357)? Well, you are not alone. On average, our IT Service Desk gets about 100 to 200 calls every day! Calls vary widely between software problems and phone issues, to resetting passwords, or internet disruptions, but whatever the case, our small but mighty team is here to help you.

The service desk's main job is to manage all IT service calls across the organization and is always working towards maintaining and improving its service. Someone is always available to help, no matter what time of the day it is. Many of these improvements happen through S.E.R.A.

Last October, the IT Service Desk implemented a knowledge center that helps guide technicians with the steps needed to resolve various support issues. The knowledge center has created 275 articles to assist technicians with issue resolution. This innovative approach has dramatically improved the training process from nine months to only three weeks! There are also dozens of knowledge articles available in S.E.R.A for users to browse and search and are increasing weekly. The next time you have a quick question, you should check it out.

The goal of the IT Service Desk is to always manage whatever the issue is, ideally on the first call. Sometimes issues cannot be resolved without the help of others. In those cases, the IT Service Desk will enlist additional help to get you back up and running as fast as possible. This may require dispatching a technician to your store or department to repair or replace equipment.

As our IT Department pushes us forward by introducing and launching new projects, some of them may even require help from other technical experts or developers. The entire IT Department is made up of roughly 100 specialists that help support the security and stability of computer systems, networks, and data.

You may have seen our new Emerald Point of Sale (POS) installed in a single evening; however, a major project such as Emerald doesn't just happen overnight. Emerald, for example, took almost two years of planning and preparation before the rollout could even begin. A substantial time constraint in these projects is updating and upgrading systems and testing. Additionally, these projects require collaboration across departments such as Retail, Marketing, Accounting, and Training to work with IT.



“

That is what we are here for; we are here to help our teammates. We are always happy to help.

- Angela Walters, Service Desk Analyst 3

”

With your support, our IT teammates can keep us moving forward by launching new initiatives and implementing technological solutions that will increase productivity and efficiency.

Our IT Department is growing and we're searching for teammates that are ambitious, skilled with technology, and have a customer service mindset. If this describes you, be on the lookout for job postings in your breakroom or visit staterbros.com/careers to browse the many growth opportunities available.



“

Our team is constantly adjusting as we go. We are striving to remain consistent with the service we provide.

- Michael Acteson, Service Desk Supervisor

”



The USO – Serving our Troops, at Home and Afar

For over 80 years, the USO has been a home away from home for U.S. service members.

She just turned 19. Thoughts are racing through her mind. The adrenaline is coursing through her veins. She enlisted in the U.S. Navy, and she is about to fly to another area of the country for training. Imagine her anxiousness. On top of that, she's never traveled before. If only there were a support system available for her ...

Meet the United Service Organizations, better known to most simply as the USO. The USO was founded in 1941 at the request of President Franklin D. Roosevelt to provide morale and recreation services to U.S. uniformed military personnel. Throughout history, the USO has been known for entertaining our troops as far back as The Andrews Sisters singing "Boogie Woogie Bugle Boy" and Bob Hope eliciting laughter during his televised USO specials. More recently, celebrities like Scarlett Johansson and Trace Adkins visit and entertain troops to boost morale and thank them for protecting our country. Since its inception, the USO has

The USO strengthens America's military service members by keeping them connected to family, home and country, throughout their service to the nation.



grown to over 250 facilities worldwide and has evolved to adapt to the needs of our service members and their families, but the overarching mission remains the same: The USO strengthens America's military service members by keeping them connected to family, home and country, throughout their service to the nation.

Stater Bros. Markets and Stater Bros. Charities have a long history of support for our military and military-affiliated organizations. This support is deeply rooted in our company DNA as our founders, Cleo and Leo Stater were both World War II veterans, and our late Chairman and CEO Jack Brown was a veteran as well. To date, approximately 1,500 Stater Bros. teammates have served in the military with 282 of them still active within the company.



“ ... Stater Bros. helped us with the actual food, gave us the deals and delivered the food. ”

Last year, Stater Bros. Charities partnered with Reyes Coca-Cola during National Military Appreciation Month for The Give Back program to donate \$30,000 to Bob Hope USO. The funds help the USO fulfill its mission. What many may not know is that, although the USO is chartered through Congress, they are not a government organization, so they receive no funding at all from the U.S. government. They are a nonprofit organization that relies solely on donations from corporations and private citizens.

Recently, we spoke with Brandi Elias, Operations & Programs Manager for Bob Hope USO, Inland Empire at their Ontario Airport center to talk about the work they do. On the afternoon of our visit, there were no service members at the facility, but Brandi explained that there are times of the year when they are extraordinarily busy supporting deployments, homecomings, or people coming in and out of training due to the number of training centers in the Southern California area. In fact, in

2022, they welcomed 17,392 troops. In addition, lots of travel for military personnel takes place at Ontario Airport because it is a facility that can accommodate military charter flights. She told us, "They'll file right in here. We'll usually feed them hot dogs, and a smile and let them relax for a little bit while bags are being unloaded. And then they'll head out on buses to wherever they're going."

Service members taking regular commercial flights are also welcome at the USO center. Since the Ontario USO facility is located in the older Ontario Airport building, and therefore detached from the newer main airport terminal, an airport shuttle can pick them up and bring them over for free. If they have a layover, they can hang out for a few hours until their next flight. Brandi explained, "A lot of times they've got their gear, they're tired, and they want to take a nap. We do have a safe space for them and they can leave their bag and not worry about somebody getting into it."

If a nap isn't needed, but they're just looking for a place to unwind, they'll find several couches they can settle into, computers they can use to access the internet and email, and movies they can watch. There's also a game room complete with a pool table, table tennis, and musical instruments for their entertainment.

The relationship the USO has with Stater Bros. is quite special. Brandi recounted a story from a couple of years ago that really illustrates a strong partnership that goes beyond mere monetary donations. "Aside from the charity side of things, we've been able to call on Stater Bros. when we've needed really large amounts of goods purchased. We were putting together bags called, "Everything but the Turkey," that have pretty much everything you need for your Thanksgiving meal except for the bird. We worked with SoCal Gas, and they paid the bill, but Stater Bros. helped us with the actual food, gave us the deals and delivered the food. So, to help us out there was fantastic. And we fed I think 500 families out of that."



When asked about the lesser-known aspects of the USO, Brandi informed us that they aren't there only to support service members when they're actively in the military. The USO also helps them transition out of the military. She explained, "Because it's not easy to go from military life where somebody is telling you, 'Wear this, eat that, be here, do this,' to civilian life where you're the boss of you."

Brandi concluded our talk by sharing what really makes her job so rewarding. "So many times, I've seen this really tired, just bedraggled Marine walking in and head down, and I'll look, I'll meet their eye and say, 'Welcome home,' and I'll smile at them and their whole demeanor changes. And that's why I do what I do. Because you see the impact that you've just had on this person where they're exhausted and they just want to be home but they can't yet because they've still got a few hours ahead of them. But you've just really brightened their day. So it makes it all worthwhile."



If you'd like to donate to the Bob Hope USO, please visit: uso.org/donate/bobhope.

How about donating your time as a volunteer? Visit: volunteers.uso.org



Customer Compliments

Today was a hard day for my family, but with the help of one of your workers, Yliana Diaz, it was just a little bit easier. I called last minute for a big order of fried chicken, knowing it was a big request, but Mrs. Diaz went into action! I got to the store, and she was in the deli getting the chicken in the fryer while the other workers were able to continue their work. Today, Yliana reminded me that there are still people who care. She heard it in my voice, and she stepped in. I cried for loss, but I also cried from knowing I have a person like that taking care of one of my favorite local stores. - Divana V.



One evening I came into the store to look for a slice of cake to celebrate my son's birthday. The bakery was already closed but a lovely associate, Tiffany, helped me find a piece of pumpkin pie mousse and even gave me a plastic "Happy Birthday" topper to put on it. This meant the world to me as my son is homeless and I really wanted to be able to find something to celebrate him on his special day. Thank you, Tiffany, for being such a helpful associate. - Victoria



Kyle has great customer service no matter what the situation is. Carol said she can be quite demanding and rude at times. She orders a lot of wine for certain times of the month and is walked to her car for assistance. Kyle is always happy to do so and with a smile. She would like him recognized for his hard work and patience.



Vece would like this location recognized for their consistency over the last 6 months that she has been coming here. Today she was having a conversation and being helped by an employee. She was surprised to learn it was the store manager, Jonathan. He was very kind and helpful to the surrounding employees as well as to her. She then went over to the Meat Department and was helped by Juvel. Vece was looking for ribs that would be fast and easy to cook, as well as not too much work.



Juvel was very informative with helping her purchase baby back ribs and cut them for her with a smile.

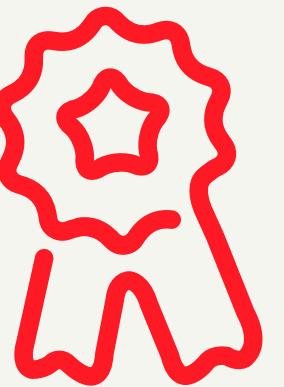


Ryan King - Service Deli Clerk, Bill Landgraf - Store Manager and Justin Severson - 4th Key Carrier, #138

This week I was shopping for the Fallbrook VFW dinner. I needed help with pricing and ordering. Billy and Justin, store managers, and Ryan in the deli were wonderful. I felt like I was working with a family member. Our dinner was successful due to their help as well as your fried chicken which is the best. All of the profits go directly to veterans and their families who need help. Thank you to Stater Bros. Temecula, for helping me and helping our veterans. - Jayne Underhill



We Wouldn't be the Same Without Your Hard Work and Dedication



Service Awards July 2022 to January 2023

45 Years

Sam Chong
Greg Hunsucker
Wade Hunt
Gary Poage
Richard Ramsey

40 Years

Melvin Allen
John Green
Robert Hanks
James Maher
Mark Martinez
Marie Matter
Jon Piotrowski
Tillis Samuel
Joseph Struna

35 Years

Marco Arroyo
Ronald Beard
Staren Bowman-Graham
Robert Branham
Lawrence Brown
Celia Cardenas
Joseph Cardoza
Lanette Carnes
Gary Carrera
Richard Chavez
Thomas Combs
Tonya Dee

Annie Diaz
Daniel Dugan
Christina French-Borgstahl
Mark Ganly
Lawrence Garcia
Elijah Godines
Sandra Gonzalez
Daphne Goodwin
Manuel Guzman
Elizabeth Haro
Angela Harris
Dawn Ingram
Lani Jacobs
Abel Jimenez
Warren Kelley
Sue Kruger
Steve Laporta
Lupe Leon
David Lopez
Ruben Murillo
Lynette Negrete
Russell Ortega
Laurene Ourique
Sheila Peres-Jackson
Michael Pham
Rebecca Reyes
Theresa Rury
Alex Salazar
Ronnie Samano
Fernando Valdez
Vickey Vidana
Anna Zavala

Lisa Aparicio
Tony Barrera
Steve Cessna
Aldo Fernandez
David Fugate
Jesus Garcia
Gerald Gilstrap
Francisco Gonzalez
Horacio Gonzalez
Elvia Granados
Issac Granados
Abel Jimenez
Cesar Guzman
Warren Kelley
Sue Kruger
Steve Laporta
Lupe Leon
David Lopez
Ruben Murillo
Lynette Negrete
Russell Ortega
Laurene Ourique
Sheila Peres-Jackson
Michael Pham
Rebecca Reyes
Theresa Rury
Alex Salazar
Ronnie Samano
Fernando Valdez
Vickey Vidana
Anna Zavala

30 Years

Freddy Aceituno
Rebecca Aguayo
Genevieve Aguirre
Diana Aldama-Salinas
Adriane Amaro
Ronnie Anaya
Deborah Bell
Kristy Birch
Jacqueline Bontempo
Horacio Gonzalez
Elvia Granados
Issac Granados
Abel Jimenez
Cesar Guzman
Warren Kelley
Sue Kruger
Steve Laporta
Lupe Leon
David Lopez
Ruben Murillo
Lynette Negrete
Russell Ortega
Laurene Ourique
Sheila Peres-Jackson
Michael Pham
Rebecca Reyes
Theresa Rury
Alex Salazar
Ronnie Samano
Fernando Valdez
Vickey Vidana
Anna Zavala

25 Years

Trivia Holt Massingill
Daniel Hyppolite
Frankie Lemos
Christopher Lopez
Nathan Lopez
Henry Lujan
Celina Macmillan
Luis Maldonado
Mickey Martinez
Rudy Martinez
Tamera Martini
Yeni Mauras
Shawn Mendoza
Julie Montoya
Rebecca Morrison
Daniel Norris
Amanda O'Hara
Logan Parris
Ector Pena
Tonya Quiroz
Joseph Ramirez
Bruce Rangel
Veronica Reyes
Jessica Richens
Rico Rodriguez
Belinda Roque
Omar Salazar
Virginia Scimone
Mindy Shafer
Heather Simmons
Shani Skinner
Lyncia Taylor
Jennifer Thacker
Hortencia Tinajero
Michael Ureno
Valerie Delgado
David Estrada
Maria Gallegos
Rebecca Gallegos
Raul Garcia
Jaime Preciado
Percy Ross
Deanna Russ
Kimberly Griffith
Jeannette Guerra
Darren Tolbert
Bryce Hackel
Aaron Hernandez

25 Years Cont.

Linda Aguilar
Henry Alva
Joshua Anderson
Laura Aragon
Edward Archuleta
Andrea Arhelger
Amanda Avila
Randy Bates
Juan Bernabe
Michael Billups
Jacob Bourhenne
Felizardo Caballero
Leonard Campos
Noe Cardona
Christina Casas
Benjamin Cerdá
Kristy Cervantes
Ricardo Charles
Magdalena Chavez
Bartolo Chavira
Anthony Clark
Wesley Conner
Charles Corbin
Sophia Cordero
Maria Coyle
Cynthia Curry
Christopher Cuthrell
Belinda Roque
Omar Salazar
Virginia Scimone
Mindy Shafer
Heather Simmons
Shani Skinner
Lyncia Taylor
Jennifer Thacker
Hortencia Tinajero
Michael Ureno
Valerie Delgado
David Estrada
Maria Gallegos
Rebecca Gallegos
Raul Garcia
Jaime Preciado
Percy Ross
Deanna Russ
Kimberly Griffith
Jeannette Guerra
Darren Tolbert
Bryce Hackel
Aaron Hernandez

20 Years

Laura Hernandez
Shane Jackson
Enna Juarez
Joleen Klundt
Suzanna Knisley
Crystal Koppen
Alan Lewis
Junior Leyva
Ryan Limbo
Priscilla Lozano
Katrina Martinez
Laura Medina
Lucio Medina
Shelina Medrano
Brenda Mendoza
Tracy Miani
Jessica Mitchell
Julie Mitchell
Pacito Morales
Dennis Moykey
Evangelina Munoz
Hector Navarro
Raul Navarro
Patrick Nichols
Jenna Osorio
Rosxana Padilla
Sarah Palleson
Eric Parra
Brianna Patton
Daniel Pena
Adrian Perez
Natalie Perez
Yvette Perez
Steven Rocha
Anna Rodriguez
Marisela Rodriguez
Tomas Rodriguez
Joanne Rogers
Marisa Rojas
Daniel Rossetti
Krystal Ruelas
Josy Flores
Peggy Fox
Eric Franklin
Sarah Rye
Aaron Fulkerson
Ileen Garcia
Maria Garduno
Derrick Samuel
Stephen Godinez
William York
Javier Zazueta

J Soto
Monique Stewart
Ashley Torres
Reuben Valdez
Consuelo Vargas
Anna Vasquez
Reina Vega
Francisco Velarde
Efarama Vele
Jorge Vera
Stephen West
Jerry Witte
Rebekah Zermenio

15 Years

Michael Abeyta
Joseph Abitia
Maria Alcazar
Erik Alvarado
Eduardo Alvarado Perez
Veronica Anaya
Arthur Anderson
David Arch
Clemente Armenta
Antonia Arnold
Walter Artiga
Laurie Atkinson
Sherri Ayers
Maria Ayon-Gamboa
Danielle Baca
Penny Bailey
Francesca Baldivia
David Basquez
Allen Batac
Kevin Beacham
Jackie Beagle
Dannisha Beavers
Toni Bedoya
Kimberly Belanger
Melissa Bemis
Jerry Bensley
Juan Bonilla
Olga Bonilla
Jorge Borrego
Brenton Bowen
Aaron Bramlett
Aaron Bravo
Rachel Brazee
Roxanne Breceda

15 Years Cont.

Cynthia Bremon
Derrall Brownlee
Christopher Bush
Juan Cabanilla M
Patricia Cabral
Amanda Camacho
Christopher Camanag-
Lesley
Tommy Camarena
Asuncion Campos
Susana Cardenas
Christopher Carranza
Jaime Carrillo
James Castillo
Nicholas Castillo
Araceli Castro
Yesenia Cermenio
Kyle Chase
Silvia Chassin
Ruby Chavez
Kristina Cherry
Jerry Ciolino
Jarah Cohens
Norman Coleman
Ana Colon
Zyrill Consultado
Lauren Contreras
Marcela Cordero
Heather Corneliusen
Ernesto Corona
Gildardo Correa
Tammy Crozon
Jessica Dalton
William Davalos
Malin Davila
Michiyo Davis
Stephanie De La Cruz
Leticia De Paez
Courtney DeMasie
Toni Detwieler
Cynthia Diaz
Ezra Diaz
Maria Diaz
Susan Diaz
Deseree Diedrich
Andrew Do
Lori Dobrick
Deborah Doneske

Rochelle Dougherty
Autumn Downes
Joseph Drogo
Richard Dunham
Eric Easterling
Diana Eberhardt
Jessica Eby
Laura Edwards
Sheree Edwards
Edgar Encino
Marcos Enriquez Garcia
Brenda Escobedo
Eleanor Escobedo
Joselyn Espinoza
Siria Estrada
Eleanor Etherington
Dulce Flores
Jose Flores
Elizabeth Florez
Marlene Fogler
Robin Fossett
Nicholas Fuentes
Lynette Fuller
Silvio Gabuardi
Giovanni Gallardo
Briana Gallegos
Luz Galvan
Toni Gamboa
Lourdes Gendarilla
Hector Garcia
Rona Garcia
Reyna Gemeinhardt
Emma Genuino
Afaf Ghobrial
Jessica Dalton
William Davalos
Malin Davila
Michiyo Davis
Stephanie De La Cruz
Leticia De Paez
Courtney DeMasie
Toni Detwieler
Cynthia Diaz
Ezra Diaz
Maria Diaz
Susan Diaz
Deseree Diedrich
Andrew Do
Lori Dobrick
Deborah Doneske

Karina Gutierrez
Vanessa Gutierrez
Victoria Guzman
Dawn Harbaugh
Andrew Hathaway
Derrick Hayes
Cody Hendrick
Steven Hensley
Jerry Henson
Asuncion Hernandez
Bryce Hernandez
Felicia Hernandez
Jessica Hernandez
Luis Hernandez
Tara Hernandez
Wendy Hernandez
Juan Herrera
Julio Herrera
Carl Hill
James Holman
Alyssa Hubbard
Cody Hunt
Joyce Inscos
Alexander Jackson
Charles Jackson
Briana Gallegos
Luz Galvan
Toni Gamboa
Lourdes Gendarilla
Hector Garcia
Rona Garcia
Reyna Gemeinhardt
Emma Genuino
Afaf Ghobrial
Richard Gil
Sandra Godfrey
Rogelio Gomez
Edward Gonzales
Eric Gonzales
Deysi Gonzalez
Olga Gonzalez
David Gooding
Nichelle Gray
Justin Griffin
Selene Guadarrama
Carlos Guardado
Christopher Guerena
Jose Guevarra
Natalie Guillen
Antoinette Gutierrez

Adolfo Lozano
Laura Lua Flores
Anthony Lujan
Marie Lujan
Gilbert Magallanes
Manuel Magana
Jessica Mandeville
Dolores Martinez
Javier Martinez
Jose Martinez
Yolanda Martinez
Vivian Martinez-Lopez
Ceirra Masterman
Christina Matias
Alejandro Mazariegos
Edgar Medina
Ramon Medrano
Ariel Mejia
Jorge Mejia
Lawrence Mejia
Ana Melchor
Vanessa Melendez-Morga
Elza Mendibles
Gullbritt Jensen
Humbert Jimenez
Christopher Khatib
James Killebrew
Raymond Kovats
Maribel Krivan
Courtney Lambeth
Selina Landin
Carolyn Latta
Brittan Lavell
Jacky Leon
Omar Leon
Kayla Lerma
Philip Li Cavoli
Eduardo Limon
Matthew Lint
Brittney Lockett
Belen Lopez
Brian Lopez
Caroline Lopez
Juri Lopez
Laura Lothrop
Adrian Lozada

15 Years Cont.

Arthur Negrete
Matthew Nelson
Jessica Nhiek
Manuela Nieto Cruz
Scotland Noble
Jose Noguez
Sheri Norton
Paul Nunez
Steven Nunez
Cathy O'Donoghue
Melanie Olson
Brandy Oneth
Virginia Orona
Joanna Ortiz
Jose Ortiz
Desiree Padilla
Zoila Padilla
Anastasios Panos
Josefa Paredes
Brian Parker
Rosaura Patterson
Steven Patterson
Brenda Perez
Virginia Perez
Kathryn Pierce
Laura Pierpoint
Itzel Pineda
Joseph Placencio
Les Porter
Chrystal Pritchett
Nona Pritchett
Iran Quijano
Saul Quintana
Janet Ramirez
Karyna Ramirez
Maria Ramirez
Alex Ramos
Christopher Randall
C M Mirfaque Rasim
Gabriel Real
Aime Reddic
Scott Reed
Anna Renteria
Gabriel Richardson
Rafael Rico
Tamie Rizzo
William Roberts
Celina Navarrette

Alex Rodriguez
Andres Rodriguez
Atziry Rodriguez
Christina Rodriguez
Maria De Jesus Rodriguez
Maria Rodriguez
Melinda Rodriguez
Raul Rodriguez
Sandra Rodriguez
Adela Rojas
Jessica Rolan
Kevin Rollins
Jorge Ruano
Daniel Salazar
Sendilkumar Samayapuram
Cynthia Sanchez
Jessica Sanchez
Laura Sanchez
Heather Sands
Jonathan Sands
Dawn Sapolsky
Chelsea Schiller
Cassandra Schweer
Paul Sena
William Sermeno
David Setiawan
Christopher Shay
Laura Pierpoint
Itzel Pineda
Joseph Placencio
Les Porter
Chrystal Pritchett
Nona Pritchett
Iran Quijano
Saul Quintana
Janet Ramirez
Karyna Ramirez
Maria Ramirez
Alex Ramos
Christopher Randall
C M Mirfaque Rasim
Gabriel Real
Aime Reddic
Scott Reed
Anna Renteria
Gabriel Richardson
Rafael Rico
Tamie Rizzo
William Roberts
Celina Navarrette

Deborah Tropez
Matthew Tryon
Susie Tryon
Adam Tucker Lee
Precious Udo
Guadalupe Ureno
Tina Utegg
Armando Valadez
Arturo Valdez S.
Leda Valencia
Roxanne Valencia
Cilvia Valentin
Milissa Vallez
Yolanda Valverde
Eric Vasquez
Michelle Vasquez
Shirley Vasquez
Charlene Velis
Daniel Vera
Tiffany Villegas
Janet Walker
Marc Weakland
James Weaver
Christopher Weber
Paul Sena
William Sermeno
David Setiawan
Christopher Shay
Laura Pierpoint
Itzel Pineda
Joseph Placencio
Les Porter
Chrystal Pritchett
Nona Pritchett
Iran Quijano
Saul Quintana
Janet Ramirez
Karyna Ramirez
Maria Ramirez
Alex Ramos
Christopher Randall
C M Mirfaque Rasim
Gabriel Real
Aime Reddic
Scott Reed
Anna Renteria
Gabriel Richardson
Rafael Rico
Tamie Rizzo
William Roberts
Celina Navarrette

Crista Davies
Nicole Delgado
Joshua Deponte
Tyler Dunn
Lyle Edwards
Robert Estrada
Tito Feliciano
Aurelio Fierro Avila
Chad Fogler
Vianey Fraga
Stephanie Fraijo
Cristobal Franco Montesinos
Viridiana Guerra
Chyna Hernandez
Briana Herrera
Margarita Herrera
Mark Herrera
Christopher Iannotti
Raul Juarez
Jessica Kamakeeaina
Tammy Klein
Ryan Leeds
Jordan Lofgren
Kanitha Louanglath
Brenda Manzanares
William Marcelino
Nancy Martinez
Julio Melendez
Erica Meza
Thomas Milligan
Patrick Mirabella
Arianna Montes
Miranda Moore
Mistie Moore
Guadalupe Morales
Joanne Mortozie
Shelby Murphy
Nancy Negrette
Aspen Norman
Dani Nsubuga
Sarah Orozco
Jessica Ortiz
Jasmine Perez
Levon Pogosyan
Priscilla Quijano
Evelyn Ramirez
Maria Brisuela
Susie Carrillo
Anthony Ramos
Michael Ramos
Jesus Robles
Daniel Rodriguez

10 Years

Aneliza Abrego
Julio Albaran
Nancy Negrette
Aspen Norman
Dani Nsubuga
Sarah Orozco
Jessica Ortiz
Jasmine Perez
Levon Pogosyan
Priscilla Quijano
Evelyn Ramirez
Maria Brisuela
Susie Carrillo
Anthony Ramos
Michael Ramos
Jesus Robles
Daniel Rodriguez

10 Years Cont.

Miguel Rodriguez
Mauricio Rosalez
Miguel Rosas
Adrien Ruiz
Danielle Ruiz
Daniel Sanchez
Oscar Sandoval
Angelina Serna
Evelyn Sevillano
Trevor Smith
Crystal Spitz
Aliesha Surprise
Russel Talling
Matthew Towler
Heng Ung
Brandon Vanover
Ilse Vega Morales
Vincent Velazquez
Jason West
Diane Williams
Taylor Wood
Ashlynn Yoshida
Jose Zamarripa Castillo

5 Years

Lauren Abeyta
James Aghishian
Nathan Aguilar
Samantha Aguilar
Daniel Alegria
Kelsey Almanza
Selina Almaro
Lori Anderson
Clara Arango De Lopez
Clarissa Arias
Yvette Arias
Javier Arzate
Brianna Austin Lawrence
Iris Avila
Jonathan Bagwell
Tristin Baier
Kyle Bailey
Joemarie Baptista
Marisol Baratutes
Austin Barba
Christine Baron
Jordyn Barrs
Raymon Becerra

Rebecca Bena
Brea Bennett
Namfon Bhunkong
Jacob Billiet
Drake Black
Quinn Bonner
Sarah Borja
Mark Bradley
Christine Brainard
Caitlin Brewster
Ray Briggs
Debbie Brito
Kayli Buesa
Miracle Busby
Leslie Caballero
Tyler Caldwell
Angel Carmona
Destiny Caron
Raquel Carvajal
Elisa Casares
Francisco Castaneda
Alvarez
Itzel Castellanos Lopez
Esmeralda Castillo
Gilbert Castorena
Joyce Catalano
Michael Chaidez
Lynda Chamblin
John Chavez
Samantha Chavez
Diana Chavez Andrade
Christopher Chevalier
Pauline Cline
Selina Almaro
Lori Anderson
Clara Arango De Lopez
Clarissa Arias
Yvette Arias
Javier Arzate
Brianna Austin Lawrence
Iris Avila
Jonathan Bagwell
Tristin Baier
Kyle Bailey
Joemarie Baptista
Marisol Baratutes
Austin Barba
Christine Baron
Jordyn Barrs
Raymon Becerra

Jon Durant
Alyssa Ebert
Kyle Eiler
Ryan England
Robert Enriquez Chavez
Cesar Escatet
Isidro Escobar
Nahtalie Escobar
Michelle Escoboza
Sonia Espinoza Sotelo
Shauna Fanella
Yolanda Felix Felix
Evelyn Fernandez
Ernesto Ferrusquilla Jr.
Matthias Fierro
Nicholas Filipovic
D Mario Finch
Justin Fleshman
Isabella Flores
Pilar Flores
Francisco Castaneda
Alvarez
Itzel Castellanos Lopez
Esmeralda Castillo
Gilbert Castorena
Joyce Catalano
Michael Chaidez
Lynda Chamblin
John Chavez
Samantha Chavez
Diana Chavez Andrade
Christopher Chevalier
Pauline Cline
Selina Almaro
Lori Anderson
Clara Arango De Lopez
Clarissa Arias
Yvette Arias
Javier Arzate
Brianna Austin Lawrence
Iris Avila
Jonathan Bagwell
Tristin Baier
Kyle Bailey
Joemarie Baptista
Marisol Baratutes
Austin Barba
Christine Baron
Jordyn Barrs
Raymon Becerra

Nicholas Guerra
Jessica Guerrero
Edgardo Guevara
Yajara Gutierrez
Jacob Guzman
Juan Guzman
Juanita Harwood
Alison Hawkes
Adriana Hernandez
Charlene Hernandez
Eric Hernandez
Glenn Hernandez
Raymundo Hernandez
Brian Hernishin
Catherine Hnizdil
Derick Hodges
Aminah Hollis
Michael Houston
Kimberly Huicochea
John Jackson
Pedro Florez Valencia
Cody Fogg
Daniel Freeman
Eric Freeman
Jordan Freeman
Jeanean Fuentes
Zena Galvan
Davel Gamble
John Chavez
Albert Garcia
Aliya Garcia
Diana Chavez Andrade
Christopher Chevalier
Pauline Cline
Selina Almaro
Lori Anderson
Clara Arango De Lopez
Clarissa Arias
Yvette Arias
Javier Arzate
Brianna Austin Lawrence
Iris Avila
Jonathan Bagwell
Tristin Baier
Kyle Bailey
Joemarie Baptista
Marisol Baratutes
Austin Barba
Christine Baron
Jordyn Barrs
Raymon Becerra

5 Years Cont.

Jakeob Marentes
Rene Marmolejo
Joshua Marshman-Vargas
Valerie Martin
Paul Martinez
Daniel Mateos
Faiza Matin
Patrick Mc Eveety
Richard Mc Ginnis
Marisa McBride
Kyle McKinney
Jenna McMahon
Justin Meadows
Carlos Medina
Araceli Mendez
Irene Mendez
Alejandro Mercado
Quinton Merriam
Alicia Mestas
Chuzal Meza
Erika Meza
Francisco Meza
Steven Mihailovich
Alexis Moerke
Marc Monroy
Azul Monteon
Callie Montgomery
Murphy Montgomery
Fernando Mora
Hector Morales
Amber Moreno
Amy Moreno
Ian Moss
Ryan Muha
Mark Lesinski
Edward Ledgard
Sean Lastoskie
Vito Garcia
Jonathan Garcia Ramos
Stephanie Garcia-Moreno
Joseph Corneliusen
Mark Giron
Juan Cortez
Brandon Crutchley
Steven Cubberley
Nancy Cullen
Hortencia Darsow
Noah Davis
Matthew Day
Anthony De Casas
Zachary Demke
Andrea Diaz
Jake Diaz
Darren Dixon
Jeremy Dukeck

Alec Licon
Haley Lockhart
Leonard Long
Amanda Lopez
Danielle Lopez
Maria Lopez
Sabrina Lopez
Esperanza Lopez Lopez
George Madero
Angelina Magana
Erica Magana
Brandon Marcum

5 Years Cont.

Hada Munoz
Raymond Munoz
Deborah Murray
Tracy Muscente
Sergio Navarro
Paul Negrete
Isabel Neill
Erick Nevarez
Georgianna Neveau
Michael Newman
Ian Orange
Adilene Ortiz
Aileen Ortiz
Raylene Ortiz
Marissa Padilla
Catalin Paduraru
Joshua Paredes
Vanessa Paz-Burgos
Christian Perez
Kelly Perez
Alexander Perry
Dylan Perryman
Chloe Peters
Michele Phillips
Christopher Piane
Erica Pulido
Jacob Quezada
Sierra Quintanar
Adrian Ramirez
Corine Ramirez
Matthew Ramirez
Salma Ramirez
William Ramirez
Amy Moreno
Daniel Reed
Nikki Richards
Ryan Muha
Jamie Mumford
Jose Munguia
Manuel Munguia Hernandez

Benjamin Rivas Botello

Brian Rivera
Leticia Roberts
Mark Robertson
Alexis Rodriguez
Angelique Rodriguez
Carmen Rodriguez
Donna Rodriguez
Robert Rodriguez
Nedia Romero
Kennedie Roque
Lisa Rosas
Dianna Rosito
Sammy Roumeliotis
Michael Ruby
Maritza Salas
Dina Salazar
Jason Sanchez
Maria Sanchez
Sonia Sanchez
Ozlem Sanli
Jose Alberto Santamaria
Jessica Santana
James Savage
Katherine Sayre
Christy Schartner
Chelsea Sedillo
Khamnung Semmig
Andrew Shane
Daniel Shepherd
Christopher Shinn
Kyla Sidmore
Alyssa Sierra
Jayla Smith
Marisela Solorzano
Andrea Sosa
Maria Yanez
Monica Ybarra
Rosa Zambrano
Michael Zavala
Francisco Zubia



Customer Compliment

Simi Valley, #196 I was in your Simi Valley store today. I don't shop at Stater Bros. normally, but I'm really fed up with Vons and Ralphs! Vons never has anything on the shelves and Ralphs is not very clean. It was such a pleasure shopping in your market! It was clean and everything was stocked well! The flowers were beautiful! Tracy was my checker and she was very friendly! Thank you for the great experience! I will be shopping there even though it is further. – Patti McEntyre



Store Promotions

July 2022 to January 2023

Store Manager

David Fugate - #092 Lake Arrowhead
Juan Gonzalez - #094 Indio
Colin Roripaugh - #183 No. Cathedral City
James Roundy - #077 Fountain Valley
Abraham Tabares - #083 Sun City
Eddie Vienneau - #057 Azusa

Assistant Manager

Amanda DeVito - #161 Artesia
Dianna Lefrere - #122 Main & Maple
Kayla Lerma - #115 So. La Sierra
Jacob Luna - #112 W. Redlands
Jeremiah Martin - #168 Grand
Fidel Meza-Lopez - #094 Indio
Moses Moreno - #130 Palmdale/Ave. S
Hector Navarro - #122 Main & Maple
Peter Ortiz - #162 Poway
Christopher Sipes - #135 Placentia
Lovette Truong - #061 Bloomington
Kimberly Walk - #184 Euclid & Schaefer

Produce Manager

Cesar Barrera-Rubalcaba - #143 La Paz
Jesus Cardenas - #196 Simi Valley
Refugio Diaz - #094 Indio
Salvador Flores - #205 So. Calimesa
Chris Guerena - #066 Anaheim
Mark Herrera - #023 Yucaipa
William Jimenez - #152 San Marcos
Victor Ludwig - #101 Barstow
Kathleen Perza - #081 Loma Linda
Ariana Sedilo - #003 Colton
Katherine Wentworth - #190 Hesperia

Meat Manager

Antonio Contreras - #135 Placentia
Steven Dicostanzo - #165 Orange
Benjamin Gonzales - #119 E. Hemet
Ricardo Gonzalez - #202 Pasadena
Alicia Ruiz - #195 Sanderson

Service Deli Manager

Frankie Alarcon - #120 E. Yucca Valley
Stephanie Fraijo - #057 Azusa
Jeffrey Moeller - #143 La Paz
Michelle Nava - #046 State Street
Rachael Ramirez - #052 Chino
Mindy Shafer - #046 State Street

Bakery Manager

Amanda Gentle - #182 East Highland
Rebecca Lutz - #177 French Valley
Laurie Markgraf - #130 Palmdale/Ave. S
Sylvia Ortega - #127 Cathedral City
Roxanna Padilla - #205 So. Calimesa
Veronica Plascencia - #188 Grand Terrace
Rebecca Straka - #203 Ladera Ranch

Corporate Promotions

July 2022 to January 2023

Abel Aleman
Windows Engineer 2

Jesus Castillo
Financial Analyst

Lori Dube
Creative Project Coordinator 2

Matthew Hicks
IT Field Support Engineer 3

David Amezcuia
Work Comp Assistant

Tammera Chavez
Dispatcher/Store Service

Lana Dudley
Employee Relations Coordinator

Andrew Hinds
Category Manager

Sandra Anderson
Risk Control Engineer

Greg Cleaver
Senior Director Retail Support

Heather Holland
Work Comp Clerk

Yesenia Aragon
Liability Assistant

Nicole Collier
Visual Content Producer

Ericka Eckley
Procurement Buyer

Evan Huynh
Manager Integrated Marketing

Edwin Aure
Space Planning Coordinator

Mayra Corona Serrato
Retail Security Officer

Ashlyn England
Dispatcher/Store Service

Kimberly Inglis
Manager Marketing Services

Javier Benitez
Item and Promotion Manager

Michael Crawford
Director Analytics

Priscilla Flores
HR Recruiter

Jamie Jacobson
Corp Licensing/Comp Specialist

Joseph Berg
Service Desk Analyst 1

Elisha Cuevas
Retail Security Officer

Cara Franklin
Category Manager

Cynthia Kasky
Property Management Coordinator

Shellie Boers
Senior Manager Retail Initiatives

Todd Davies
Web Developer 3

Marcus Garcia
Data Analyst 1

Lashelle Huerta
HR Project Management Specialist

Melissa Brockelmeyer
Retail Service Deli/Bakery Supervisor

Roman Deaquino
District Manager

Nicholas Gonzalez
IT Field Technician 1

William Kemper
Retail Grocery Supervisor

Kenneth Brown
Retail Grocery Supervisor

Brandon Decker
IT Client Technician 2

Ismael Gonzalez
Procurement Specialist

Jennifer Klang
Category Manager

Kerry Bryant Jr
Retail Security Officer

Laura Deguchi
Liability Insurance Clerk

Jeremy Gutierrez-Cruz
Retail Security Officer

Leslie Leon
eCommerce Specialist 1

Jennifer Cabrera
Risk Management Specialist

Leanna Diaz
Risk Control Engineer

Jeffrey Hale
Risk Control Engineer

Jonathan Lieu
Corporate Communications Manager

Eric Camiling
Property Manager

Jene Dozal
Accounting Supervisor

Kevin Henkenius
Equipment Buyer

Joseph Lopez
Risk Control Engineer

Matthew Carbajal
Retail Security Officer

Adrianna Duarte-Luzano
Payroll Assistant

Clarissa Hermosillo
Procurement Specialist

Christian Lozoya
Retail Security Officer

Congratulations on Your Retirement

August 2021 to January 2023

David Luther Retail Produce Supervisor	Jorge Moreno Retail Service Deli/Bakery Supervisor	Missy Salazar Customer Care Supervisor	Peter Van Helden Chief Executive Officer and Chairman
Roxanna Marcial Human Resources Assistant	Emily Murray Human Resources Assistant	Jessica Sanchez Manager Data Integrity	Matthew Vargas Retail Project Assistant
Maxine Martinez Employee Relations Coordinator	Arianna Nunez Record Management Specialist	Andrew Shane IT Client Technician 2	Reina Vega Quality Control Inspector Produce
James McKenzie Retail Grocery Supervisor	Bobby O'Neal District Manager	Kathryn Shipe HR Business Partner 1	Raider Villalobos Space Planning Coordinator
Sarah McLaughlin Real Estate Representative	Jonathan Powers IT Field Technician 2	Daniel Stirewalt Senior Manager Strategy	Lucas Vinyard Application Support Engineer 2
Thomas McManus Senior Director Retail Operations	Megan Rial Category Manager	Brittany Tadlock Brand Manager	Charlotte Wall Community Relations Manager
Gregory McNiff President and Chief Operating Officer	Johnny Rivera Creative Services Supervisor	Danielle Trujillo Senior Manager Retail Projects	Angela Walters Service Desk Analyst 3
Cesar Mendoza Jr Equipment Purchasing Receiver	Anthony Rodriguez Retail Meat/Seafood Supervisor	Matthew Tryon Retail Security Officer Coordinator	Omar Williams Retail Security Officer
Thomas Milligan Item and Promotion Manager	Christina Rodriguez Accountant	Roxanne Valencia Distribution Support Clerk	Irene Willins Vice President Finance
Raul Montez Jr Merchandising Coordinator	Aaron Ryan District Manager	Johnnie Valencia Supervisor General Maintenance	Jonathan Zalud Retail Grocery Supervisor
	Maurice Saavedra Retail Grocery Supervisor		Jazmine Zuniga Human Resources Assistant

“

Successful teams don't happen by accident –
they are made, not born.

- Anonymous

”

48 Years Richard Hughey Roberta I Merrill	Store 147 Store 057	Larry S Tyhulski Stephanie Coes-Barrow	Grocery Warehouse Store 073	Roger W Coggins Steven Flaxington	Grocery Warehouse Store 146
47 Years Danny K Benart David D Lammers	Retail Operations Retail Operations	Susan L Golgosky Diane L Hodgins	Store 189 Store 173	Craig D Hawkinson Fabien Hernandez	Grocery Warehouse Store 184
46 Years John J Cicero Kenneth R Linden	Store 178 Store 044	Leonard T Llamas Robert Isaacson	Store 035	Leonard T Llamas Daniel K Loomis	Information Technology Store 096
45 Years David A Martus Thomas Nunez	Marketing Store 191	John W Jeffries Francine Launder	Information Technology Store 130	Maria A Manzanarez Clint P Martinez	Store 077
44 Years Debi Labarge Raudel Sanchez	Store 065 Store 017	Gloria Rodriguez Steve E Schulze	Transportation - Road Produce Warehouse	Joel Osborne Jr James P Porter	Store 126
43 Years Filomena Cadwell Richard C Cardenas	Store 142 Store 012	Jewel S Sowinski Victor S Alvarez	Store 143	Guadalupe Ramirez Stella Roseann Reyes	Grocery Warehouse Store 081
42 Years Dennis L McIntyre Nazario J Tafolla Jr	Marketing Grocery Warehouse	Tony A Capelli Cathie Capobianco	Store 134	Miguel A Rodriguez Dana Sjodin	Merchandising Store 071
41 Years David Campbell Ernest P Garcia	Store 023 Store 181	Lori Ann Doro Carrie Lynn Pinckney	Information Technology Store 096	George R Stevens David W Thomas	Merchandising Store 156
40 Years Ruben Martinez Mark T McCoy	Accounting/Finance Store 116	Brendan F Dutton Mark C Gutebier	Marketing Grocery Warehouse	David B White 32 Years	Merchandising Transportation - Road
39 Years Craig A Raney Rickie Squires	Produce Warehouse Store 023	Teena A Kenworthy Kevin Mahon	Store 159	Jesse Andrade Debra E Bramlett	Grocery Warehouse Store 205
38 Years Brian Waters Donald W Wetzel Jr	Store 043 Retail Operations	Mary C Perat Carrie Lynn Pinckney	Store 146	Al J Campobasso Paul A Cannan	General Maintenance Store 022
37 Years Ronnie R Aguilera Richard A Franco	Store 058 Store 185	Linda L Roper Michael B Sambrano	Information Technology Grocery Warehouse	Nick S Concha Timothy G Dalgity	Grocery Warehouse Grocery Warehouse
35 Years Robert L Hill Charles A Lazenby	Store 023 Information Technology	Pamela Sullivan Rennie F Aguilera	Transportation - Road Grocery Warehouse	Denise A Endsley Daniel J Espinoza	Transportation - Road
34 Years Sheryl Ann Perry Bonnie Noreen Wadley	Store 112 Office Services	Information Technology Grocery Warehouse	Store 160	Sherry Lynn Gallagher John E Hughes II	Store 190
33 Years Mark Alba Larry T Daniels	Store 145 Fleet Maintenance	Katherine Small Brandt Annie Marie Diaz	Store 091	Terry L Isgett John D Johnson	Produce Warehouse Store 128
32 Years Gary S Frank Michael Lopez Gonzalez	Store 087 Store 148	Refrigeration Grocery Warehouse	Store 058	Beatrice Marie Lopez Rebecca A Lucero	Store 083
31 Years Cynthia C Schmitz Sandra L Schnell	Marketing Store 191	Office Services Grocery Warehouse	Store 069	Stanley L Olivas John Perez	Transportation - Road
30 Years Debra Young Cheryl L Bowling	Store 147 Store 091	Donald A Fields Kathryn Mershawn Keyes	Store 192	Rosenda Perez Garcia Gustavo Reyes	Grocery Warehouse
29 Years Rick L Jaeger Joe I Espindola	Store 091 Store 079	Kathleen Nicholas Shubin Tami Steinshouer	Store 200	Pauline Sanchez John Hughes II	Store 204
28 Years Alfredo Landin Jose R Madrigal	Store 005 Merchandising	Lance A Durr Dale Swanson	Information Technology Grocery Warehouse	David Saucedo Jr Daniel L Valdez	Grocery Warehouse
27 Years Stephanie Jean McKiernan Christophe E Meyers	Merchandising Store 182	Donald A Fields Martin J Welch	Transportation - Road Grocery Warehouse	Linda M Vance Gail M Velasquez	General Maintenance Store 192
26 Years Joy Marie Miller William Morris	Store 060 Store 184	Kenneth Nicholas Shubin Denise Dawn Abbott	Store 027	Steve C Walker Mary Ann Alarcon	Grocery Warehouse
25 Years Jaime Almodovar Donna Hope Jorgensen	Fleet Maintenance Store 144	Tami Steinshouer Lori M Balders	Store 199	Craig Alan Carl Jeffrey A Cady	Transportation - Road
24 Years Mark W Mullen James B Phillips	Store 003 Grocery Warehouse	Dale Swanson Veronica L Bender	Store 179	Teresa D Jensen Terese D Jensen	Store 191
23 Years Steven Prokop Scot A Witke	Store 077 Store 129	Martin J Welch Juan B Cabrera	Transportation - Road Grocery Warehouse	Nancy Ellen Myers Ismael M Sanchez	Store 071
22 Years Anthony Muro Jay J Devogel	Store 083 Store 036	Richard L Chavez Shawn M Skinner	Merchandising Grocery Warehouse	Richard Vargas Javier Rivas Gomez	Grocery Warehouse
21 Years Theresa Helene Hecht George Jackson	Marketing Store 097	Martha A Dominguez David S Vasquez	Store 108	30 Years	Equipment Purchasing
20 Years Anthony Muro Robin W Briggs	Fleet Maintenance Transportation - Road	Terri Lynn Turner Gibson Carlos Gonzalez Jr	Transportation - Road Grocery Warehouse	Jeremy D Hahn Celia Montoyo	Grocery Warehouse
19 Years Clarisa I Barclay Johnny Barnes	Transportation - Road Transportation - Road	Karen Morales Brenda L Moulder	Store 130	Steven A Murillo Randolph Phimister	Store 189
18 Years Robin W Briggs	Transportation - Road	Roland G Perez Shawn M Skinner	Information Technology Grocery Warehouse	Gary A. Phipps David B Sierra	Grocery Warehouse
17 Years Vicki L Sodeman Paul J Wootton	Transportation - Road	Store 109 Store 128	Information Technology Grocery Warehouse	Paul J Wootton Fleet Maintenance	Store 162
16 Years Fleet Maintenance	Transportation - Road	Store 083 Store 129	Information Technology Grocery Warehouse		Store 096

29 Years					
Julie Lee Glenn	Store 125	Michael L Reno	Security	Paul E Dietrich II	General Maintenance
Tina Luz	Store 138	Stephen Harold Wilcox	Store 124	Audrey Jean Judkins	Store 187
Lori Ann McCauley	Grocery Warehouse	Matias Zamora-Leal	Grocery Warehouse	Adrian Lozada	Store 158
Guadalupe Rafael Ramirez	Store 079	Lexine Ann Zimmerman	Store 078	Linda Marie McClory	Store 103
Alfredo Santiago Jr	Grocery Warehouse	21 Years		Kimberly Renke-Edwards	Store 109
Joanne Sheaffer	Store 139	Mary Kathleen Platt	Store 109	13 Years	
Carol L Coulombe	Store 097	Richard Ernest Soto	Store 086	Evangeline G Angeles	Information Technology
Sandy Diederich	Store 203	James A Steggell	Accounting/Finance	Richard Henry Bolton	Store 171
Erica Ann Gomma	Store 156	20 Years		David L Bowens	Store 126
Joong Kwon Lee	Transportation - Road	Nadine Lori Ahmed	Store 173	Alfredo Cazares-Torres	Store 027
Rebecca Romero	Store 040	Luis Enrique Casas	Store 155	Marilynn Davenport	Store 145
Craig B Williams	Grocery Warehouse	Glenn Francis Condon	Store 157	Miguel Martinez	Store 112
Dawn Christine Zuckswert	Store 163	Charles A. Curran	Grocery Warehouse	Charmaine Shirley Parker	Store 147
27 Years		Anthony Charles Hess	Store 162	David John Plescher	Store 124
Emma Arroyo	Store 027	Suzanna Irene Krisley	Store 103	Linda Marie Premus	Store 071
Paul Brizuela	Transportation - Road	Crystal J Patten	Store 120	Barbara Ramirez	Store 061
Sharon A Derr	General Maintenance	Tara Dawn Rivera	Store 156	Robert Valdez	Store 154
Tiybet D Erlendson	Store 086	Steven R Rocha	Transportation - Dairy	Lydia Williams	Store 134
Raymond Fernandes	Transportation - Road	Joseph J Saputo	Store 125	12 Years	
Gerry Fraenzl	Store 162	George M Aviles	General Maintenance	Jeffrey Lee Hartman	Store 181
Crystal Lynn Hansen	Store 102	Catherine Ann Gutierrez	Store 067	Roland Eugene Lapere	Store 189
Frank Haro	Store 150	Linda Jean Lefler	035	Tonetta Ann MacDonald	Store 044
Susan Huffman	Store 163	Gilbert Reyes Rodriguez	Grocery Warehouse	Rahman James Mitchell	Security
Pamela Mullinax	Store 122	David M Stapish Jr	Store 135	Vicente Montejo	Store 077
Adam A Pena Jr	Fleet Maintenance	18 Years		11 Years	
Bonnie L Reece	Store 116	Pedro Acevedo	Store 019	Miguel Angel Espinoza	Transportation - Road
Ken B Reid	Fleet Maintenance	Deborah J Adams	Store 146	9 Years	
Therese M Shearer	Store 102	Alisa R Anthony	Store 122	Arturo D Gomez	Store 094
Patricia Ann Sorci	Store 122	Geraldine A Gomez	Store 127	8 Years	
26 Years		Debra Sue Ince	Store 120	Edwin A Aceituno	Store 111
Darcy E Delgado	Store 096	Juan Bartolo Miranda	Store 085	Rizalino Rizal Flores	Store 143
Arthur A Gallegos Jr	Fleet Maintenance	Janali Mitchell	Store 028	Albert Manuel Solorzano	Purchasing
Tina Lardeur	Store 139	Ted Nelson	Store 160	7 Years	
Ofelia Navejas	Store 092	Janine Ann Thomas	Store 115	Jaime Segoviano	Transportation - Road
Donna L Pachiano	Marketing	17 Years		6 Years	
Carlos Ramirez	Transportation - Road	Patricia L Gagne	Store 129	Ernie Aguirre	Planning and Drafting
John J Reed	Transportation - Road	Terry Kay Manthey	Store 173	Jay Alan Arakaki	Store 196
Lou E Rodriguez	Grocery Warehouse	Yolanda G McLaughlin	Store 190	Brian Keith Flynn	Transportation - Road
Michael G Strieby	Information Technology	Irene Medrano	Store 205	Kevin J Lurette	Store 091
25 Years		Carol Ann Ransel	Store 199	Karen Ann Sellers	Store 048
Terri J Davis-Bright	Store 096	James Kazuhiko Shinji	Store 143	Kurt B Smith	Store 113
Carlos E Dominguez	Grocery Warehouse	16 Years		Janet S Wilson	Store 196
Donna Hadden	Store 159	Elizabeth M Caldera	Store 138	5 Years	
Linda Marie Hill	Store 119	Karen Marie Carlson	Accounting/Finance	Karen Lee Kaito	Store 098
Kathleen M McCright	Store 197	Hector Alejandro Corrales	Store 180	Christopher D Palomarez	Store 196
Richard Porter Sohns	Store 199	Gladys S Delgado	Store 168	4 Years	
Arnold Wafer	Store 150	Ely Maria Delgado-Pacheco	Store 122	Joanne L Alba	Store 139
24 Years		Walter Leonidas Flores	Store 040	Marcus Scott Michael	Store 200
Cecilio Alcala	Transportation - Road	Sir Joshua Ferreras Guarnes	Store 141	Anthony Frank Musso Jr	Store 028
Antonia Ramirez	Store 158	Blanca Sanchez Hammond	Store 107	Garry Steven Weir	General Maintenance
Dwayne Steger	Transportation - Road	Gary Lee Keller	Marketing	3 Years	
Connie Lee Walker	Store 190	Diosdado Lazaro Mendoza	Store 175	Sandy L Christian	Store 091
23 Years		Ramiro Z Perez	Store 037	Jose A Mullen	Store 149
Eva Dian Beaty	Store 122	Sabas Quiroz Huertero	Store 149	John Nelson Young	Store 151
Reba Danelle Callisto	Store 081	Carole Marie Scopellite	Store 149	2 Years	
Robin Chingari	Store 129	Kenisha V Ellis	Store 045	Sylvia Rose Carter	Store 160
Linda Ann Davis	Store 130	Socorro Garcia Flores	Store 161	Carmen N Enriquez	Store 123
Nancy Gahan	Store 139	Emma P Genuino	Store 170	Donald William Gable Jr	Store 183
James B Graham	Grocery Warehouse	Cathleen M Harter	Store 111	Salvador Gonzalez	Store 017
George Okada	Store 162	Heladio Bello Lopez	Store 023	Kathy A Kellner	Store 170
22 Years		Patrick Edward Murray	Store 173	Ronald E Walton	Store 194
Maria E Barrera	Store 043	Kathleen Anne Peterson	Store 178	Michael James White	Store 149
John Allen Boebinger	Transportation - Road	Daniel L Shanahan III	Store 203	1 Year	
Pamela Suzan Crawford	Store 109	Timothy Peter Stone	Transportation - Road	Richard Mark Cesak	Store 088
Melody A Lippen	Store 111	Shirley Vasquez	Store 175	Luis A Garcia	Store 043
Frank Marrero	Store 163	Maximina Andrew Vergara	Store 147	Sean Issac Means	Store 084
Michael Kevin Mullins	Transportation - Road	14 Years		Kevin Michael Richardson	Store 170
Tina Colleen Occhino	Store 177	Kathleen Castaneda	Store 029	Stanley Jon Sakioka	Store 134
				Ray M Scott	Store 178

fresh take.

STATE BROS. MARKETS NEWSLETTER

EDITOR

Jonathan Lieu

WRITERS

Annaley Becerril

Daniel Perez Anaya

Charlotte Wall

PHOTOGRAPHER

Nicole Collier

WEB

Samuel Cole

GRAPHIC DESIGNERS

Peter Betegh

James Jackson

Kelly Nelson

PROJECT MANAGER

Erica Sams

We'd love to hear from you.

Click here, newsletter@staterbros.com, to share your thoughts.

Click and follow Stater Bros. Markets

