

# fresh take.

APRIL 2023

STATER BROS. MARKETS NEWSLETTER





# 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.



**Pete Van Helden**

Chief Executive Officer  
Chairman of the Board

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# 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

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.



**Natasha Tillman**  
Director of Customer Care



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.





# 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

Mansion Memories is a 501(c)(3) nonprofit organization that operates at the Rochford Foundation’s historical Burrage Mansion in Redlands, CA. Separate from the Rochford Foundation, they are dedicated to serving children and their families who are in crisis due to illness, loss, or emotional turmoil. Their goal is to provide free, memorable events that draw on storybook characters and use laughter and kindness as powerful tools to aid children. Dianna believes that creating those crucial “magical” moments gives children the hope they need to embrace a brighter future and help them, and their families move forward with a united sense of purpose.



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

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](http://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.



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

## 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

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

# 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.



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](http://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





From left to right: Brandi Elias – Operations & Programs Manager and volunteers, Valeria Rios, Susan Normington and Lisa Pastorelle



# The USO – Serving our Troops, at Home and Afar

By Jonathan Lieu

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](https://uso.org/donate/bobhope).

How about donating your time as a volunteer? Visit: [volunteers.uso.org](https://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.



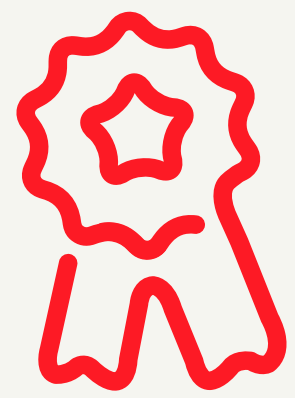
**Ryan King - Service Deli Clerk, Bill Landgraf - Store Manager and Justin Severson - 4th Key Carrier, #138**

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

## 30 Years

Lisa Aparicio  
Tony Barrera  
Steve Cessna  
Aldo Fernandez  
David Fugate  
Jesus Garcia  
Gerald Gilstrap  
Francisco Gonzalez  
Horacio Gonzalez  
Elvia Granados  
Issac Granados  
Cesar Guzman  
Eric Hanson  
William Landgraf  
Cindy Marshall  
Joshua Martens  
Leticia Moreno  
Mark Murguia  
Sherri Norris  
Daniel Ochoa  
Peter Ortiz  
Ronald Payan  
Jaime Preciado  
Percy Ross  
Deanna Russ  
Alex Stellakis  
Darren Tolbert  
Michael Vodegel

## 25 Years

Freddy Aceituno  
Rebecca Aguayo  
Genevieve Aguirre  
Diana Aldama-Salinas  
Adriane Amaro  
Ronnie Anaya  
Deborah Bell  
Kristy Birch  
Jacqueline Bontempo  
Brenda Bowen  
Mykelle Bradley  
Jordan Brown  
Kerry Bunker  
Carl Bustillos  
Gina Caldera  
Alicia Campos  
Aide Castillo  
Norma Craddock  
Benjamin Crouch  
Valerie Delgado  
David Estrada  
Maria Gallegos  
Rebecca Gallegos  
Raul Garcia  
Bernie Gonzalez  
Carlos Gonzalez  
Kimberly Griffith  
Jeannette Guerra  
Bryce Hackel  
Aaron Hernandez

## 25 Years Cont.

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  
Kathrine Valko  
Rosalinda Valle  
Gloria Villa  
William Wagner  
Jayne Wetton  
Lori Wilkerson  
Richard Yanez  
Frank Ybarra  
William York  
Javier Zazueta

## 20 Years

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 Cerda  
Kristy Cervantes  
Ricardo Charles  
Magdalena Chavez  
Bartolo Chavira  
Anthony Clark  
Wesley Conner  
Charles Corbin  
Sophia Cordero  
Maria Coyle  
Cynthia Curry  
Christopher Cuthrell  
Joanne De Costa  
Erika De Granado  
Kellie De Santos  
Kaushik Desai  
Edmund Desutter  
Roberto Dominguez  
Luis Dorado  
David Dugan  
Diane Durr  
Kendra Duzy  
Neil Eades  
Lisa Espinoza  
Josy Flores  
Peggy Fox  
Eric Franklin  
Aaron Fulkerson  
Ileen Garcia  
Maria Garduno  
Stephen Godinez  
Socorro Gomez  
Marcos Gonzales

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  
Crystal Ruiz  
Deanarae Rutledge  
Sarah Rye  
Maria Sabater  
German Salgado  
Derrick Samuel  
Esther Sanchez  
Vicky Sanderson  
Joseph Smith

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

## 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 Bremmon  
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 Cermeno  
Kyle Chase  
Silvia Chassin  
Ruby Chavez  
Kristina Cherry  
Jerry Ciolino  
Jarrah Cohens  
Norman Coleman  
Ana Colon  
Zyrill Consultado  
Lauren Contreras  
Marcela Cordero  
Heather Corneliussen  
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 Gandarilla  
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

Karina Gutierrez  
Vanessa Gutierrez  
Victoria Guzman  
Dawn Harbaugh  
Andrew Hathaway  
Darrick 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 Holiman  
Alyssa Hubbard  
Cody Hunt  
Joyce Insco  
Alexander Jackson  
Charles Jackson  
Carlos Jacobo Munoz  
Gullbritt Jensen  
Humbert Jimenez  
Christopher Khatib  
James Killebrew  
Jennifer Klang  
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

Adolfo Lozano  
Laura Lua Flores  
Anthony Lujan  
Marie Lujan  
Gilbert Magallanes  
Manuel Magana  
Jessica Mandeville  
Dolores Martinez  
Javier Martinez  
Jose Martinez  
Manuel Martinez  
Michael Martinez  
Rene 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  
Brenda Y Gonzalez Mendoza  
Brittany Mendoza  
Honorio Mendoza  
Joshua Mercado  
Robert Mercado  
Martha Molina Rivero  
Alberto Mondragon  
Laura Monteon  
Francisco Montero  
Cassandra Monterone  
Fredy Montes  
Amon Moore  
Erick Morales  
Martin Morales  
Wesley Morning  
Jonathan Muckelroy  
Michelle Muilenburg  
Victor Munoz  
Jose Munoz-Ledezma  
Robert Murbarger  
Mary Murillo  
Guillermina Najera  
Ma Reyna Najera Najera  
Celina Navarrette

15 Years Cont.

Arthur Negrete  
Matthew Nelson  
Jessica Nhek  
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  
Mariah Rocha

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 Sermeneno  
David Setiawan  
Christopher Shay  
Teena Shetty  
Librado Sierra  
Ines Silva  
Julianne Siple  
Grace Soria  
Brian Soto  
Desiree Sparks  
Brittany Spicer  
Taylor Springfield  
Ross St Clair  
Dirk Stanghill  
Cora Stoermer  
Christina Stone  
Kanitha Sytsma  
Renee Tanouye  
Thomas Tesarek  
Jeremy Thacker  
Duan Thai  
Graciela Tomas  
Hector Tornel-Carrillo  
Araceli Tornero  
Victor Tovar  
Marissa Treadway

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  
Jayne Webster  
Nicole Wells  
Robert West  
Tianna Whedbee  
Brandon Willett  
Donte Williams  
Julian Williams  
Vincent Williams  
Ryan Woods  
Debra Zamora

10 Years

Aneliza Abrego  
Julio Albarran  
Andres Alvarez  
Salvador Alvizo  
Joshua Arango  
Ignacio Balderrama  
Crystal Baltazar  
Kelly Bates  
Sean Bostic  
Maria Brisuela  
Susie Carrillo  
Astrid Chicas  
Quinnzel Criner  
Silvia Cuamani

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  
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 Se villano  
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  
Valeria Coba  
Tiana Collazo  
Tyler Cookerley  
Joseph Corneliussen  
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 Dudeck

Jon Durant  
Alyssa Ebert  
Kyle Eiler  
Ryan England  
Robert Enriquez Chavez  
Cesar Escatel  
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  
Pedro Florez Valencia  
Cody Fogg  
Daniel Freeman  
Eric Freeman  
Jordan Freeman  
Jeaneen Fuentes  
Zena Galvan  
Daviel Gamble  
Albert Garcia  
Aliya Garcia  
Javier Garcia  
Mario Garcia  
Monique Garcia  
Vito Garcia  
Jonathan Garcia Ramos  
Stephanie Garcia-Moreno  
Mark Giron  
Christopher Glock  
Ana Gomez  
Andrea Gomez  
Riley Gomez  
April Gonzales  
Mariah Gonzales  
Andrea Gonzalez  
Diana Gonzalez  
Gabriel Gonzalez  
Matthew Gonzalez  
Michael Goodell  
Gregory Grisham  
Daniel Guerra

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  
Kristina Jaramillo  
Donald Jeffries  
Cody Jimenez  
Heidi Jimenez  
John Jimenez  
Sienna Jimenez  
Alysa Johnson  
Germaine Justiniani  
Hammaly Khem  
Adam Kriessman  
Nova Langill  
Thomas Lansing  
Sean Lastoskie  
Mary Ledesma  
Edward Ledgard  
Mark Lesinski  
Kalena Lewallen  
Michael Lewis  
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.

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  
Jamie Mumford  
Jose Munguia  
Manuel Munguia Hernandez

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  
Daniel Reed  
Nikki Richards  
Mariyah Richey  
Lenny Rios  
Juan Rios Zuniga  
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  
Drew Sotelo  
Jacob Soto  
Felix Soto-Bandilla  
Cody Stevens

Chaz Suba  
Colby Swanstrom  
Destiny Swope  
Omar Tapia Flores  
Elvis Tasker-Humes  
Brian Thomas  
Maria Tontz  
Alexis Torres  
Brett Torres  
Jesus Torres-Gonzalez  
Cesar Tovar  
Adriana Urias  
Allen Uribe  
Kailey Utley  
Joshua Vaccarella  
Bobby Vadhanapanich  
Priscilla Valdepena  
Jessie Valdez  
Ricardo Valencia  
Angelica Valenzuela  
Mandy Vance  
Silvia Vasquez  
Andrew Vaughn  
Roger Vazquez  
Diego Vidales  
Marcos Villela  
Justis Viramontes  
Kathy Wagner  
Calvin Washington  
Brendin Watkins  
Gabrielle Wharton  
Cory Winchester  
Kacey Yahl  
Presley Yamasaki  
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 Plascenia - #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 Amezcua 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	Ericka Eckley Procurement Buyer	Heather Holland Work Comp Clerk
Yesenia Aragon Liability Assistant	Nicole Collier Visual Content Producer	Ashlyn England Dispatcher/Store Service	Evan Huynh Manager Integrated Marketing
Edwin Aure Space Planning Coordinator	Mayra Corona Serrato Retail Security Officer	Jeffrey Findlay Retail eCommerce Supervisor	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	Derek Deap Real Estate Analyst	Nicholas Gonzalez IT Field Technician 1	William Kemper Retail Grocery Supervisor
Kenneth Brown Retail Grocery Supervisor	Roman Deaquino District Manager	Ismael Gonzalez Procurement Specialist	Jennifer Klang Category Manager
Kerry Bryant Jr Retail Security Officer	Brandon Decker IT Client Technician 2	Jeremy Gutierrez-Cruz Retail Security Officer	Leslie Leon eCommerce Specialist 1
Jennifer Cabrera Risk Management Specialist	Laura Deguchi Liability Insurance Clerk	Jeffrey Hale Risk Control Engineer	Jonathan Lieu Corporate Communications Manager
Eric Camiling Property Manager	Leanna Diaz Risk Control Engineer	Kevin Henkenius Equipment Buyer	Joseph Lopez Risk Control Engineer
Matthew Carbajal Retail Security Officer	Jene Dozal Accounting Supervisor	Clarissa Hermosillo Procurement Specialist	Christian Lozoya Retail Security Officer
	Adrianna Duarte-Luzano Payroll Assistant	Frank Hernandez Category Manager	



David Luther  
Retail Produce Supervisor

Roxanna Marcial  
Human Resources  
Assistant

Maxine Martinez  
Employee Relations  
Coordinator

James McKenzie  
Retail Grocery Supervisor

Sarah McLaughlin  
Real Estate  
Representative

Thomas McManus  
Senior Director Retail  
Operations

Gregory McNiff  
President and Chief  
Operating Officer

Cesar Mendoza Jr  
Equipment Purchasing  
Receiver

Thomas Milligan  
Item and Promotion  
Manager

Raul Montez Jr  
Merchandising  
Coordinator

Jorge Moreno  
Retail Service Deli/Bakery  
Supervisor

Emily Murray  
Human Resources  
Assistant

Arianna Nunez  
Record Management  
Specialist

Bobby O’Neal  
District Manager

Jonathan Powers  
IT Field Technician 2

Megan Rial  
Category Manager

Johnny Rivera  
Creative Services  
Supervisor

Anthony Rodriguez  
Retail Meat/Seafood  
Supervisor

Christina Rodriguez  
Accountant

Aaron Ryan  
District Manager

Maurice Saavedra  
Retail Grocery Supervisor

Missy Salazar  
Customer Care  
Representative 1

Jessica Sanchez  
Manager Data Integrity

Andrew Shane  
IT Client Technician 2

Kathryn Shipe  
HR Business Partner 1

Vanessa Solis  
Safety Coordinator

Daniel Stirewalt  
Senior Manager Strategy

Brittany Tadlock  
Brand Manager

Danielle Trujillo  
Senior Manager Retail  
Projects

Matthew Tryon  
Retail Security Officer  
Coordinator

Roxanne Valencia  
Distribution Support Clerk

Johnnie Valencia  
Supervisor General  
Maintenance

Peter Van Helden  
Chief Executive Officer  
and Chairman

Matthew Vargas  
Retail Project Assistant

Reina Vega  
Quality Control Inspector  
Produce

Raider Villalobos  
Space Planning  
Coordinator

Lucas Vinyard  
Application Support  
Engineer 2

Charlotte Wall  
Community Relations  
Manager

Angela Walters  
Service Desk Analyst 3

Omar Williams  
Retail Security Officer

Irene Willins  
Vice President Finance

Jonathan Zalud  
Retail Grocery Supervisor

Jazmine Zuniga  
Human Resources  
Assistant

# Congratulations on Your Retirement

August 2021 to January 2023

**48 Years**

Richard Hughey  
Store 147  
Store 057

**47 Years**

Danny K Benart  
David D Lammers  
Retail Operations  
Retail Operations

**46 Years**

John J Cicero  
Kenneth R Linden  
David A Martus  
Thomas Nunez  
Store 178  
Store 044  
Marketing  
Store 191

**45 Years**

Debi Labarge  
Raudel Sanchez  
Store 065  
Store 017

**44 Years**

Filomena Cadwell  
Richard C Cardenas  
Dennis L McIntyre  
Nazario J Tafolla Jr  
Store 142  
Store 012  
Marketing  
Grocery Warehouse

**43 Years**

David Campbell  
Ernest P Garcia  
Ruben Martinez  
Mark T McCoy  
Craig A Raney  
Rickie Squires  
Brian Waters  
Donald W Wetzel Jr  
Store 157  
Store 181  
Store 116  
Store 023  
Produce Warehouse  
Accounting/Finance  
Store 043  
Retail Operations

**42 Years**

Ronnie R Aguilera  
Richard A Franco  
Robert L Hill  
Charles A Lazenby  
Sheryl Ann Perry  
Bonnie Noreen Wadley  
Store 058  
Store 185  
Store 023  
Information Technology  
Store 112  
Office Services

**41 Years**

Mark Alba  
Larry T Daniels  
Gary S Frank  
Michael Lopez Gonzalez  
Cynthia C Schmitz  
Sandra L Schnell  
Debra Young  
Store 145  
Fleet Maintenance  
Store 087  
Store 148  
Marketing  
Store 191  
Store 147

**40 Years**

Cheryl L Bowling  
Joe I Espindola  
Rick L Jaeger  
Alfredo Landin  
Jose R Madrigal  
Stephanie Jean McKiernan  
Christophe E Meyers  
Joy Marie Miller  
William Morris  
Store 091  
Store 079  
Store 091  
Store 005  
Merchandising  
Store 182  
Store 101  
Store 060  
Store 184

**39 Years**

Jaime Almodovar  
Donna Hope Jorgensen  
Mark W Mullen  
James B Phillips  
Steven Prokop  
Scot A Witke  
Fleet Maintenance  
Store 144  
Store 003  
Grocery Warehouse  
Store 077  
Store 129

**38 Years**

Jay J Devogel  
Theresa Helene Hecht  
George Jackson  
Anthony Muro  
Store 036  
Store 097  
Marketing  
Fleet Maintenance

Larry S Tyhulski

**37 Years**

Stephanie Coes-Barrow  
Susan L Golgosky  
Diane L Hodgins  
Robert Isaacson  
John W Jeffries  
Francine Launder  
Gilbert R Lujan Jr  
John Ramirez  
Gloria Rodriguez  
Steve E Schulze  
Jewel S Sowinski  
Store 073  
Store 189  
Store 173  
Store 035  
Information Technology  
Store 130  
Store 017  
Store 201  
Transportation - Road  
Produce Warehouse  
Store 143

**36 Years**

Victor S Alvarez  
Vincent D Baker  
Tony A Capelli  
Cathie Capobianco  
Lori Ann Doro  
Brendan F Dutton  
Mark C Gutebier  
Teena A Kenworthy  
Kevin Mahon  
Mary C Perat  
Carrie Lynn Pinckney  
Linda L Roper  
Michael B Sambrano  
Pamela Sullivan  
Store 134  
Information Technology  
Store 096  
Store 143  
Marketing  
Store 058  
Grocery Warehouse  
Store 159  
Store 146  
Store 091  
Store 058  
Store 069  
Grocery Warehouse

**35 Years**

Rennie F Aguilera  
Marco A Arroyo  
Kathie Jean Bowman  
Katherine Small Brandt  
Annie Marie Diaz  
Lance A Durr  
Donald A Fields  
Kathryn Mershawn Keyes  
Brenda Koch  
Sue Anne Kruger  
Susan M Nahmias  
Erik M O’Hara  
Wenceslao Ordaz  
Brenda Porter  
Kenneth Nicholas Shubin  
Tami Steinshouer  
Dale Swanson  
Martin J Welch  
Store 160  
Grocery Warehouse  
Merchandising  
Transportation - Road  
Store 192  
Store 200  
Refrigeration  
Grocery Warehouse  
Store 195  
Store 122  
Grocery Warehouse  
Store 025  
Store 105  
Store 188  
Store 146  
Store 027  
Store 199  
Store 179  
Transportation - Road

**34 Years**

Denise Dawn Abbott  
Lori M Balders  
Veronica L Bender  
Juan B Cabrera  
Richard L Chavez  
Martha A Dominguez  
Terri Lynn Turner Gibson  
Carlos Gonzalez Jr  
Karen Morales  
Brenda L Moulder  
Roland G Perez  
Shawn M Skinner  
David S Vasquez  
Store 187  
Store 092  
Store 207  
Store 036  
Merchandising  
Store 108  
Store 130  
Transportation - Road  
Store 186  
Store 109  
Store 128  
Store 083  
Grocery Warehouse

**33 Years**

Clarisa I Barclay  
Johnny Barnes  
Robin W Briggs  
Store 042  
Transportation - Road  
Transportation - Road

Roger W Coggins  
Steven Flaxington  
Craig D Hawkinson  
Fabien Hernandez  
Leonard T Llamas  
Daniel K Loomis  
Maria A Manzanarez  
Clint P Martinez  
Lorenzo Martinez  
Cristina Meyer  
Joel Osborne Jr  
James P Porter  
Jason Praizner  
Guadalupe Ramirez  
Stella Roseann Reyes  
Miguel A Rodriguez  
Dana Sjodin  
George R Stevens  
David W Thomas  
David B White  
Grocery Warehouse  
Store 146  
Grocery Warehouse  
Store 184  
Information Technology  
Store 096  
Store 077  
Store 126  
Grocery Warehouse  
Store 167  
Store 139  
Store 105  
Store 146  
Store 081  
Store 071  
Merchandising  
Store 156  
Merchandising  
Merchandising  
Transportation - Road

**32 Years**

Jesse Andrade  
Debra E Bramlett  
Al J Campobasso  
Paul A Cannan  
Nick S Concha  
Timothy G Dalgity  
Denise A Endsley  
Daniel J Espinoza  
Sherry Lynn Gallagher  
John E Hughes II  
Terry L Isgett  
John D Johnson  
Beatrice Marie Lopez  
Rebecca A Lucero  
Stanley L Olivas  
John Perez  
Rosenda Perez Garcia  
Gustavo Reyes  
Pauline Sanchez  
David Saucedo Jr  
Daniel L Valdez  
Linda M Vance  
Gail M Velasquez  
Steve C Walker  
Store 205  
Store 120  
Store 022  
General Maintenance  
Grocery Warehouse  
Grocery Warehouse  
Store 190  
Transportation - Road  
Store 113  
Store 190  
Produce Warehouse  
Store 128  
Store 083  
Store 096  
Transportation - Road  
Grocery Warehouse  
Store 019  
Store 149  
Store 204  
Grocery Warehouse  
Grocery Warehouse  
Store 192  
Store 061  
Grocery Warehouse

**31 Years**

Mary Ann Alarcon  
Jeffrey A Cady  
Craig Alan Carl  
Teresa D Jensen  
Nancy Ellen Myers  
Ismael M Sanchez  
Richard Vargas  
Javier Rivas Gomez  
Jeremy D Hahn  
Celia Montoyo  
Steven A Murillo  
Randolph Phimister  
Gary A. Phipps  
David B Sierra  
Vicki L Sodeman  
Paul J Wootton  
Store 025  
Store 197  
Transportation - Road  
Store 191  
Store 071  
Grocery Warehouse  
Equipment Purchasing  
Store 060  
Grocery Warehouse  
Store 189  
Grocery Warehouse  
Store 107  
Grocery Warehouse  
Store 162  
Store 096  
Fleet Maintenance

“

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

– Anonymous

”



<b>29 Years</b>		Michael L Reno	Security
Julie Lee Glenn	Store 125	Stephen Harold Wilcox	Store 124
Tina Luz	Store 138	Matias Zamora-Leal	Grocery Warehouse
Lori Ann McCauley	Grocery Warehouse	Lexine Ann Zimmerman	Store 078
Guadalupe Rafael Ramirez	Store 079	<b>21 Years</b>	
Alfredo Santiago Jr	Grocery Warehouse	Mary Kathleen Platt	Store 109
Joanne Sheaffer	Store 139	Richard Ernest Soto	Store 086
<b>28 Years</b>		James A Steggell	Accounting/Finance
Carol L Coulombe	Store 097	<b>20 Years</b>	
Sandy Diederich	Store 203	Nadine Lori Ahmed	Store 173
Erica Ann Gomma	Store 156	Luis Enrique Casas	Store 155
Joong Kwon Lee	Transportation - Road	Glenn Francis Condon	Store 157
Rebecca Romero	Store 040	Charles A. Curran	Grocery Warehouse
Craig B Williams	Grocery Warehouse	Anthony Charles Hess	Store 162
Dawn Christine Zuckswerth	Store 163	Suzanna Irene Knisley	Store 103
<b>27 Years</b>		Crystal J Patten	Store 120
Emma Arroyo	Store 027	Tara Dawn Rivera	Store 156
Paul Brizuela	Transportation - Road	Steven R Rocha	Transportation - Dairy
Sharon A Derr	General Maintenance	Joseph J Saputo	Store 125
Tiybet D Erlendson	Store 086	<b>19 Years</b>	
Raymond Fernandes	Transportation - Road	George M Aviles	General Maintenance
Gerry Fraenzl	Store 162	Catherine Ann Gutierrez	Store 067
Crystal Lynn Hansen	Store 102	Linda Jean Lefler	035
Frank Haro	Store 150	Gilbert Reyes Rodriguez	Grocery Warehouse
Susan Huffman	Store 163	David M Stapish Jr	Store 135
Pamela Mullinax	Store 122	<b>18 Years</b>	
Adam A Pena Jr	Fleet Maintenance	Pedro Acevedo	Store 019
Bonnie L Reece	Store 116	Deborah J Adams	Store 146
Ken B Reid	Fleet Maintenance	Alisa R Anthony	Store 122
Therese M Shearer	Store 102	Geraldine A Gomez	Store 127
Patricia Ann Sorci	Store 122	Debra Sue Ince	Store 120
<b>26 Years</b>		Juan Bartolo Miranda	Store 085
Darcy E Delgado	Store 096	Janali Mitchell	Store 028
Arthur A Gallegos Jr	Fleet Maintenance	Ted Nelson	Store 160
Tina Lardeur	Store 139	Janine Ann Thomas	Store 115
Ofelia Navejas	Store 092	<b>17 Years</b>	
Donna L Pachiano	Marketing	Patricia L Gagne	Store 129
Carlos Ramirez	Transportation - Road	Terry Kay Manthey	Store 173
John J Reed	Transportation - Road	Yolanda G McLaughlin	Store 190
Lou E Rodriguez	Grocery Warehouse	Irene Medrano	Store 205
Michael G Strieby	Information Technology	Carol Ann Ransel	Store 199
<b>25 Years</b>		James Kazuhiko Shinji	Store 143
Terri J Davis-Bright	Store 096	<b>16 Years</b>	
Carlos E Dominguez	Grocery Warehouse	Elizabeth M Caldera	Store 138
Donna Hadden	Store 159	Karen Marie Carlson	Accounting/Finance
Linda Marie Hill	Store 119	Hector Alejandro Corrales	Store 180
Kathleen M McCright	Store 197	Gladys S Delgado	Store 168
Richard Porter Sohns	Store 199	Ely Maria Delgado-Pacheco	Store 122
Arnold Wafer	Store 150	Walter Leonidas Flores	Store 040
<b>24 Years</b>		Sir Joshua Ferreras Guarnes	Store 141
Cecilio Alcala	Transportation - Road	Blanca Sanchez Hammond	Store 107
Antonia Ramirez	Store 158	Gary Lee Keller	Marketing
Dwayne Steger	Transportation - Road	Diosdado Lazaro Mendoza	Store 175
Connie Lee Walker	Store 190	Ramiro Z Perez	Store 037
<b>23 Years</b>		Sabas Quiroz Huertero	Store 149
Eva Dian Beaty	Store 122	Carole Marie Scopellite	Store 149
Reba Danelle Callisto	Store 081	<b>15 Years</b>	
Robin Chingari	Store 129	Kenisha V Ellis	Store 045
Linda Ann Davis	Store 130	Socorro Garcia Flores	Store 161
Nancy Gahan	Store 139	Emma P Genuino	Store 170
James B Graham	Grocery Warehouse	Cathleen M Harter	Store 111
George Okada	Store 162	Heladio Bello Lopez	Store 023
<b>22 Years</b>		Patrick Edward Murray	Store 173
Maria E Barrera	Store 043	Kathleen Anne Peterson	Store 178
John Allen Boebinger	Transportation - Road	Daniel L Shanahan III	Store 203
Pamela Suzan Crawford	Store 109	Timothy Peter Stone	Transportation - Road
Melody A Lippen	Store 111	Shirley Vasquez	Store 175
Frank Marrero	Store 163	Maximina Andrew Vergara	Store 147
Michael Kevin Mullins	Transportation - Road	<b>14 Years</b>	
Tina Colleen Occhino	Store 177	Kathleen Castaneda	Store 029

Paul E Dietrich II	General Maintenance
Audrey Jean Judkins	Store 187
Adrian Lozada	Store 158
Linda Marie McClory	Store 103
Kimberly Renke-Edwards	Store 109
<b>13 Years</b>	
Evangeline G Angeles	Information Technology
Richard Henry Bolton	Store 171
David L Bowens	Store 126
Alfredo Cazares-Torres	Store 027
Marilynn Davenport	Store 145
Miguel Martinez	Store 112
Charmaine Shirley Parker	Store 147
David John Plescher	Store 124
Linda Marie Premus	Store 071
Barbara Ramirez	Store 061
Robert Valdez	Store 154
Lydia Williams	Store 134
<b>12 Years</b>	
Jeffrey Lee Hartman	Store 181
Roland Eugene Lapere	Store 189
Tonetta Ann MacDonald	Store 044
Rahman James Mitchell	Security
Vicente Montejo	Store 077
<b>11 Years</b>	
Miguel Angel Espinoza	Transportation - Road
<b>9 Years</b>	
Arturo D Gomez	Store 094
<b>8 Years</b>	
Edwin A Aceituno	Store 111
Rizalino Rizal Flores	Store 143
Albert Manuel Solorzano	Purchasing
<b>7 Years</b>	
Jaime Segoviano	Transportation - Road
<b>6 Years</b>	
Ernie Aguirre	Planning and Drafting
Jay Alan Arakaki	Store 196
Brian Keith Flynn	Transportation - Road
Kevin J Lirette	Store 091
Karen Ann Sellers	Store 048
Kurt B Smith	Store 113
Janet S Wilson	Store 196
<b>5 Years</b>	
Karen Lee Kaito	Store 098
Christopher D Palomarez	Store 196
<b>4 Years</b>	
Joanne L Alba	Store 139
Marcus Scott Michael	Store 200
Anthony Frank Musso Jr	Store 028
Garry Steven Weir	General Maintenance
<b>3 Years</b>	
Sandy L Christian	Store 091
Jose A Mullen	Store 149
John Nelson Young	Store 151
<b>2 Years</b>	
Sylvia Rose Carter	Store 160
Carmen N Enriquez	Store 123
Donald William Gable Jr	Store 183
Salvador Gonzalez	Store 017
Kathy A Kellner	Store 170
Ronald E Walton	Store 194
Michael James White	Store 149
<b>1 Year</b>	
Richard Mark Cesak	Store 088
Luis A Garcia	Store 043
Sean Issac Means	Store 084
Kevin Michael Richardson	Store 170
Stanley Jon Sakioka	Store 134
Ray M Scott	Store 178

# fresh take.

STATER BROS. MARKETS NEWSLETTER

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