



Better Food, Better Service.

★ **OUR EMPLOYEES ARE WHAT  
MAKE US EXCEPTIONAL** ★

# DAVE'S WAY

CUSTOMER SERVICE • VALUES • HEALTH & SAFETY • QUALITY • LOCAL

# CUSTOMER SERVICE

TAKING OWNERSHIP WORKING TOGETHER  
CUSTOMER PERCEPTIONS  
MAKING A DIFFERENCE PROFESSIONALISM

- ▶ Pride in a job well done
- ▶ Pride in appearance

## TAKE OWNERSHIP





**WORK  
TOGETHER**

- ▶ Always give people more than what they expect
- ▶ **SMILE**, kindness matters
- ▶ Strive for **EXCEPTIONAL** service



▶ Satisfied customers tell 4-5 other people

**CUSTOMER PERCEPTION  
EQUALS YOUR REALITY**



▶ Dissatisfied customers tell 9-12 other people





## YOU MAKE THE DIFFERENCE

- ▶ Really Listen
- ▶ Don't Point
- ▶ I don't know is NOT an answer

# LEAVE YOUR PROBLEMS AT THE DOOR

Professionalism — customers do not deserve to be the recipient of your bad mood





# CORE VALUES

FAMILY FRIENDLY PASSION, CREATIVITY,  
AND COLLABORATION  
EMBRACE AND DRIVE FOR CHANGE  
BE FLEXIBLE **BE HUMBLE**



## FAMILY FRIENDLY

- ▶ Work with us — be flexible
- ▶ Create fun and little weirdness
- ▶ Room to grow

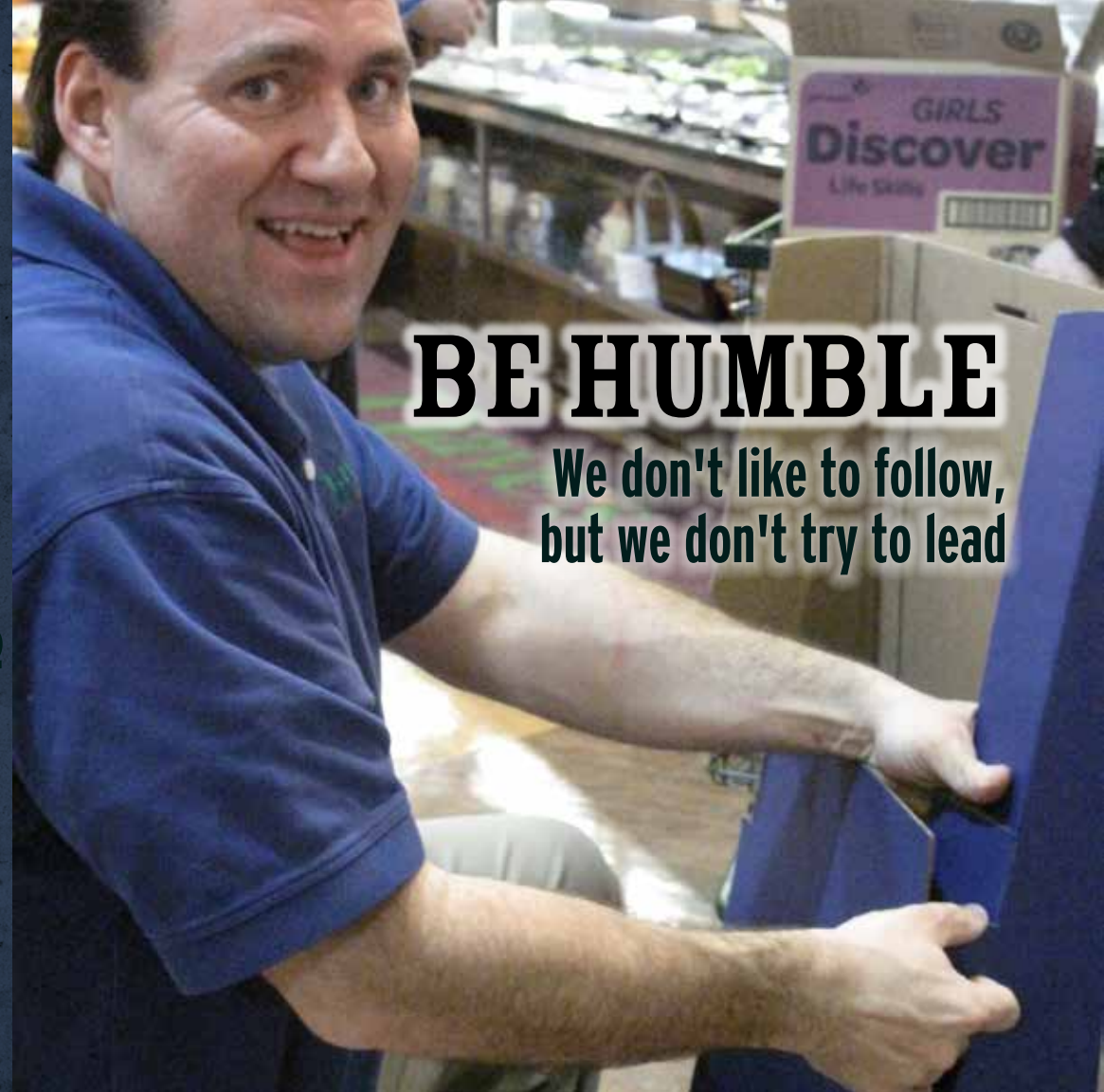


**Y'N** PASSION, CREATIVITY, PASSION, CREATIVITY, PASSION, CREATIVITY,  
AND COLLABORATION AND COLLABORATION AND COLLABORATION

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**We don't like to follow,  
but we don't try to lead**



# HEALTH & SAFETY

CREATE A SAFE WORK ENVIRONMENT

WEAR GLOVES

SWEEP UP

WIPE DOWN

## SANITIZE

ALWAYS WASH YOUR HANDS



ALWAYS WASH  
YOUR HANDS





# CLEAN & SANITIZE

▶ Wipe Down ▶ Wear Gloves ▶ Sweep



TAKE STEPS TO CREATE A  
**CLEAN  
SAFE**  
WORK ENVIRONMENT

We raise the bar to create a healthy, safe work environment



# QUALITY

COLLABORATION SUPERIOR PRODUCTS

# INNOVATE STYLE

WE VALUE INPUT COMMITMENT



# INNOVATIVE STYLE

► Store Decor ► Prepared Foods ► Presentation



# COMMITTED TO PROVIDING **SUPERIOR** QUALITY PRODUCTS

- ▶ Collaborating & Generating New Ideas
- ▶ We Welcome Suggestions & Value Input



# WE ARE LOCAL

## LARGEST INDEPENDENT GROCER IN RHODE ISLAND AND STILL GROWING





Better Food, Better Service.

★ **OUR EMPLOYEES ARE WHAT  
MAKE US EXCEPTIONAL** ★

**OUR SUCCESS IS  
YOUR  
SUCCESS**

**WE EMPLOY YOUR FRIENDS AND NEIGHBORS WHO  
HELP US SUPPORT THE COMMUNITY AND CREATE  
THE BEST SHOPPING EXPERIENCE.**