DAVE'S WAY

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

TAKE OWNERSHIP  WORKING TOGETHER
CUSTOMER PERCEPTIONS  MAKING A DIFFERENCE  PROFESSIONALISM

- Pride in a job well done
- Pride in appearance

TAKE OWNERSHIP
Customer perception equals your reality

Always give people more than what they expect

SMILE, kindness matters

Strive for EXCEPTIONAL service

WORK TOGETHER

Satisfied customers tell 4-5 other people

Dissatisfied customers tell 9-12 other people
Really Listen
Don’t Point
I don’t know is NOT an answer

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

YOU MAKE THE DIFFERENCE

LEAVE YOUR PROBLEMS AT THE DOOR
CORE VALUES

- 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
Passion, creativity, and collaboration

Be humble. We don't like to follow, but we don't try to lead.

Embrace and drive for change.
HEALTH & SAFETY

CREATE A SAFE WORK ENVIRONMENT
WEAR GLOVES
SWEEP UP
WIPE DOWN
SANITIZE
ALWAYS WASH YOUR HANDS

ALWAYS WASH YOUR HANDS
We raise the bar to create a healthy, safe work environment.

- Wipe Down
- Wear Gloves
- Sweep
QUALITY

INNOVATIVE STYLE

COLLABORATION  SUPERIOR PRODUCTS

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
OUR SUCCESS IS YOUR SUCCESS

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