



# A WEEK IN *Learning*

## SPOTLIGHT

*Individuals and teams leading a culture of learning!*

### FOSTERING COLLABORATION AND HEALTHY COMPETITION

**Larry Van Wave, Supervisor, Training Technology, Learning & Development**

Located in the North Valley of Peoria, Arizona, lies a thrift shopping experience that has captured the community's attention. Voted the best 'thrift store' in Peoria, AZ by the Peoria Times, the Lake Pleasant Store [#191] isn't just a place to find remarkable bargains and unique finds; it is a community hub where relationships flourish.



Store #191, Lake Pleasant

Our team members thrive on healthy competition and our store is actively fostering meaningful connections between customers, staff, and the community.

#### **Friendly Rivalry**

Behind the scenes, Store #191 thrives on trust, friendship, and beneficial competition to learn from. Each team member brings their unique strengths to the table, contributing to the store's success in their own way. What is remarkable is how this competition is not cutthroat or patronizing in any way – it is quite collaborative. During my discussion with Store Manager Junior Silva, he explained how at each morning meeting, the team members ask about the retail sales numbers from the previous day and are generally curious about how they did.

Sales numbers have become a source of inspiration rather than division. Team members compete to hit their goals while supporting and lifting each other up. It is truly remarkable to watch and see a processor's success contribute to another retail sales associate's accomplishment; and a sales associate's achievement, in turn, celebrate a donation attendant's win. The store management has cultivated an environment where competition isn't a zero-sum game; it is a collective effort toward shared triumph.

#### **High Traffic, High Quality**

This high-volume store sells between 4,500 to 5,000 women's items daily, representing an extraordinary achievement in sustainable retail, in a world dominated by fast fashion. It is our dedication to curation, community, and empowering individual style that has positioned us as a model store in the thrift landscape. As consumers increasingly seek alternatives to conventional shopping, this store is a testament to the enduring appeal of second-hand treasures and the power of conscious consumption.



Author: Larry Van Wave

## Fostering Growth and Empowerment

Our team's influence stretches far beyond the transactional. Junior explained that he is not afraid to set high expectations for his team members and gives them the freedom to do their job without micromanaging. Junior has learned a lot from his team members and has come to realize that everyone is different. He genuinely wants his team members to foster both personal and professional growth. Through interactions with diverse customers, our team members learn valuable communication skills, empathy, and adaptability. Our store is committed to fostering competition and our unity creates a fertile ground for learning and self-improvement. This organic and real growth fuels the store's ongoing success and customers sense the honest passion and knowledge exuded by our staff members. The end goal is to make everyone's shopping experience enjoyable and relational.

## Working Together for a Common Goal

Lake Pleasant Store [#191] stands as a pioneer in the 'thrift' world with its ability to create a positive culture of collaboration. It's a haven where relationships blossom and group contests transform into collective celebration. The pursuit of hidden treasure extends far beyond tangible finds. Here, the value lies not just in our own unique discovery mode, but in the bonds formed from our shared experiences. We create our own tapestry of memories.

In a world where competition can sometimes breed isolation, stores like Lake Pleasant serves as a testament to the power of unity, camaraderie, and the extraordinary potential that emerges when individuals work together for a common goal.

*Thank you for leading a culture of learning!*  
Junior Silva, Store Manager, Lake Pleasant #191  
View the full team on the next page!

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*Click each link below for more information*



Let us know what you thought of this week's content.



Learn more about this L&D team member.



### **Lake Pleasant Store #191:**

Edgardo Alicea Soto - Assistant Store Manager  
Marissa Vasquez - Assistant Store Manager  
Miranda Melroy - Assistant Store Manager  
Gary Spizzirri - Customer Service Manager  
Nelly Soria - Customer Service Manager  
Abigail Quinonez - Retail Sales Associate  
Annamarie Gomez - Retail Sales Associate  
Ava Reategui - Retail Sales Associate  
Carolina Daniel - Retail Sales Associate  
Cindy Sherman - Retail Sales Cashier  
Cole Ramey - Retail Sales Associate  
Cooper Levy - Retail Sales Associate  
Dina Montgomery - Retail Sales Cashier  
Duncan Cueto - Retail Sales Associate  
Dylaney Greibelsand - Retail Sales Associate  
Ella Parisek - Retail Sales Associate  
Genevieve Paule - Retail Sales Associate  
Jonathan Linares-Rodriguez - Retail Sales Associate  
Joseph Cruz - Retail Sales Associate  
Josephine Rodriguez - Retail Sales Associate  
Joshua Holmes - Retail Sales Associate  
Katelyn Miller - Retail Sales Associate  
Malai Levels - Retail Sales Associate  
Malina Macias - Retail Sales Associate  
Rebecca McLaughlin - Retail Sales Associate  
Reese Carpenter - Retail Sales Associate  
Robert Rojas - Retail Sales Associate  
Samuel Neyts - Retail Sales Associate  
Sarah Trone - Retail Sales Cashier  
Amy Sanuino - Retail Merchandise Processor  
Ancuta Toma - Retail Merchandise Processor  
Chris Rodriguez - Retail Merchandise Processor  
Clara Jarvis - Retail Merchandise Processor  
Devin Hailey - Retail Merchandise Processor  
Elaina Quiroz - Retail Merchandise Processor

### **Lake Pleasant Store #191**

Esther Escobedo - Retail Merchandise Processor  
Gina Jimenez - Retail Merchandise Processor  
Grace Silvas - Retail Merchandise Processor  
Inez Armenta - Retail Merchandise Processor  
Jennifer Cervantes - Retail Merchandise Processor  
Jenny Reymundo - Retail Merchandise Processor  
Joshua Rohner - Retail Merchandise Processor  
Marty Dumford - Retail Merchandise Processor  
Melissa Jaramillo - Retail Merchandise Processor  
Morgan Robinson - Retail Merchandise Processor  
Paxton Wallace - Retail Merchandise Processor  
Ben Schumacher - Donation Attendant  
Carl Estrada - Donation Attendant  
Cory Page - Donation Attendant  
Ira Mitchell - Donation Attendant  
James Marcinski - Donation Attendant  
Joseph Baker - Donation Attendant  
Julio Jacamo - Donation Attendant  
Kody Rowell - Donation Attendant  
Matthew Callis - Donation Attendant  
Michael Martinez - Donation Attendant  
Robin Irvine - Donation Attendant  
Xavier Sapien - Donation Attendant  
Steven Ivaska - Janitor

