



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!

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

