

## OCTOBER NEWSLETTER

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### Employee of the Month

**Dominique Johnson's Area: Full-time: Sarah Robinson – Eutawville Subway**

- Does an amazing job, great help with assisting manager

**Part-time: Trietta Varner – Pee Dee Subway**

- Great customer service, great job training new employees

**Crystal Church's Area: Full-time: Hannah Pearson – Walnut Grove Subway**

- Excellent job filling in for manager
- Part-time: Amy Green – Lake Bowen Subway**
- Dependable and good with customer

## AUGUST MANAGER OF THE MONTH

Name	Division	Location	Award
Kyle Dodson	Div I	Pickens 4004	August 2024
Lisa Poole	Div II	Hayesville 2032	August 2024
Pamela Danner	Div III	New Bridge 5001	August 2024
Amanda Nations	Div IV	Bryson City 1102	August 2024
Renika Clark	Fast Food Division	Boiling Springs Subway 2306	August 2024



Hurricane Helene brought very high winds and a significant amount of rain to the Upstate of South Carolina and the area of North Carolina around Asheville—over 20 inches in just one week. Helene caused catastrophic damage to many towns and communities in its path, resulting in thousands of destroyed buildings and houses as well as many lives lost. Hot Spot stores in Greenwood, Laurens, Greenville, Enoree, Inman, Spartanburg, Cowpens, Easley, Asheville and Canton were without power. Stores in the Asheville area and Canton also lost water due to the flash floods that washed away both of the main 36-inch water lines that supply Asheville water. Canton’s water was restored relatively quickly but all Asheville stores are still under a boil water advisory, meaning no food preparation or hand washing.

As for the silver lining, the disaster brought out the best in many people, especially Hot Spot employees! In many areas, Hot Spot was the only store open. Stores had lines for fuel that were crazy long. We are proud of employees who quickly adopted creative strategies for line management that allowed customers to fuel quickly and efficiently. During this hectic and difficult time, you all showed incredible patience and dedication to customers. We have all been told how grateful the customers are that you were there for them. Many employees worked extra hours due to the increase in sales and customers. Many employees stepped into roles outside their usual duties when they saw a need arise. It was an amazing show of competence and fast thinking.

Hot Spot has tried to recognize the actions of our teams. Please know that we admire each of you and that we are very proud of you all for taking such good care of our customers. Thank you for making Hot Spot a beacon of hope during a dark moment in the history of our communities.

Sincerely,

*The Jordan Family*

## From the President's Desk

# THANK YOU!

Words cannot express how deeply proud I am of the Hotspot team right now. The response to the challenges presented by Hurricane Helene was extraordinary! Our employees really stepped up to help each other and our customers during the storm and its aftermath, even when they were dealing with their own personal challenges at home with power & internet outages, water shortages, damages to their homes & other property, concerns about friends and family, etc. We received many comments from customers expressing appreciation for Hotspot and our employees for their dedication in staying open during this time, and to servicing the needs of customers, especially when food and fuel were hard to find.

Our hearts go out to everyone still struggling in the Upstate & in the Asheville area and the tragedies that some have had to deal with. Our prayers are with you all!

*Harvey Hicks*



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Dear Hot Spot Family,

We have just faced the worst natural disaster in my lifetime and most likely yours as well. I want to express my heartfelt gratitude to each of you. Despite the challenges you all experienced in your own lives, you came to work every day to serve our customers and communities. Your dedication—whether assisting customers, restocking shelves, directing traffic or ensuring smooth operations—did not go unnoticed. I have received numerous phone calls regarding how well you all performed under extreme conditions. Customers were even referring to our East Henry St. location as the “Chic Fil A” of gas stations. You truly exemplified teamwork and resilience during this difficult time. I’m proud to be part of such an extraordinary team. Thank you for everything you’ve done. Together, we make R.L. Jordan Oil Co./Hot Spot Convenience Stores the best!

*David Murphy*



## **EMPLOYEE SPOTLIGHT**



## **BECKY DELANEY MURPHY LOCATION**

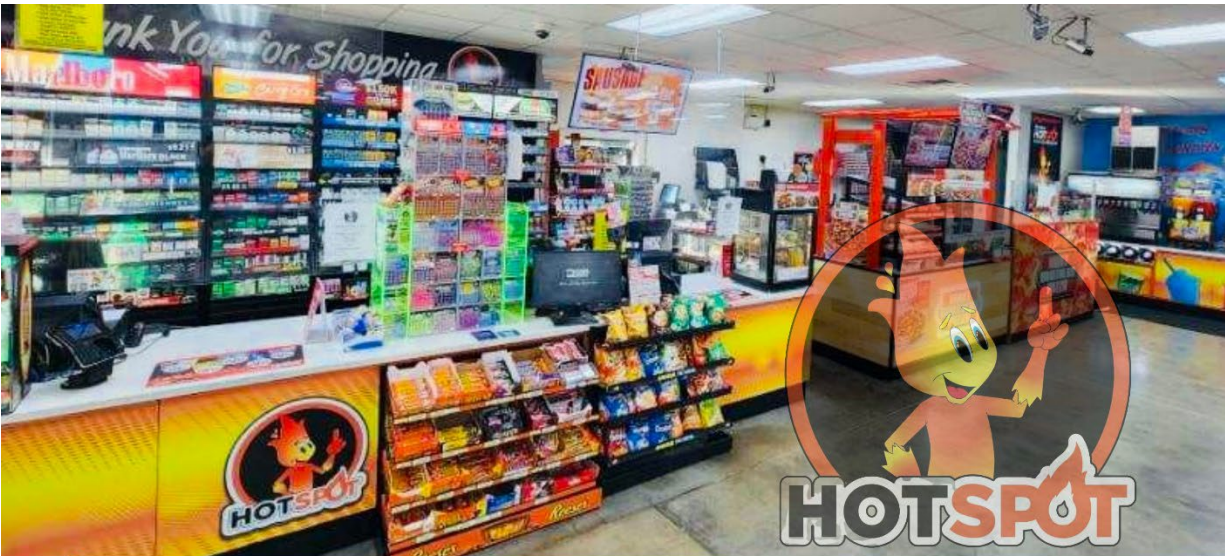
**Becky was born in Georgia, she was a registered nurse there for over 20 years. Becky moved to Murphy three years ago when she married her husband, James. She has 5 children and countless “adopted” kids. She has been with Hot Spot for a year and quickly became a very important employee at the Murphy store with her caring heart and loving smile, which quickly earned her the nickname “Hot Spot Mom” for Customer and Employees. She is always willing to help in any way she can, from helping a customer to maintain the cleanliness of the store. She is always doing it with a smile. She is a prime example of a Hot Spot Employee.**

# OCTOBER BIRTHDAYS

Randy	Alley	2995	Alaina	Mcelrath	2305
Selena	Beheler	2043	Jaylen	Miller	2990
Britany	Bethke	1607	Jaida	Miller	2306
Catherine	Brantley	2021	David	Murphy	2988
Amber	Buchanan	1103	Milum	Nations	2992
Shynia	Burgess	2308	Courtney	Owen	4002
Ashton	Butler	2309	Cavin	Richards	2035
Margie	Carson	6005	Melinda	Rivell	2010
Amie	Chesney	6005	Gabriel	Rushing	2022
Amanda	Choate	2987	Joshua	Sellers	2008
Leighanna	Christmas	8001	Sophia	Shcherbakova	2303
Ashleigh	Craft	1601	Phyllis	Shropshier	2999
Anisa	Creasman	5002	Tuquitha	Simmons	2043
Trinity	Crook	2306	Betsy	Sistrunk	2011
Latonia	Davis	2021	Cameron	Sloan	6002
Daniel	Deyton	3005	Tiffany	Smith	2304
Tonya	Ellis	2021	Lillian	Smith	2013
Brittney	Furjes	1608	Lindsey	Strickland	2035
Lisa	Gallman	2009	Mekel	Stripling	2306
Tommy	Granfors	6004	Sherman	Thomas	2008
Christie	Grenon	2032	Shanelle	Thompson	2018
Meka	Griffin	6007	Angel	Thompson	2999
Jaqueline	Hernandez	2042	Donna	Thompson	2999
Dwight	Jackson	6005	Cheyenne	Timms	2309
Tabitha	Jones	6007	Kandice	Toth	1607
Quintarius	Kennedy	2019	Destiny	Turner	2009
Myranda	Kremkau	5002	Juanita	Waters	6005
Harley	Laughter	6007	Marsha	Wernet	2022
Morgan	Lee	2305	Rhonda	Wilson	6002
Yvette	Linen	2308	Izzy	Zaraut-Alfaro	6002
Lavette Angela	Linen	2021			

# September Employee of the Month

Great Job and Congratulations to the employees listed below



## Andy's Area

2003 Sam Smith  
2011 Savannah Hutcheson  
2013 Victor Chauan  
2018 Natalie Mullins  
2035 Jaheim Williams  
3005 Wilma Vance  
4005 Brenda Taylor  
5003 Jennifer Waters  
6002 Suzanne Scott

## Amanda's Area

1102 Chris Conroy  
2008 Bonnie Turner  
2025 Robert Barton  
2032 Jeff Forster  
5001 Ernie Robinson  
5002 Brandon Hughes  
5004 Regina Porter

## Ashley's Area

1103 Mary Davison  
1601 Zonnie Moultrie  
1607 Brittany Bethke  
1608 Marquita Richards  
2021 Joshua Smalls  
2024 Christina Cox  
2027 Jennifer Beatty  
2028 Brianna Mendoza

## Debbie's Area

2005 Samantha Diehl  
2010 Anthony Reed  
2042 Sabrina Burton  
6004 Anthony Dush

## Michelle's Area

1201 Brian Larson  
2009 Alexis Quattlebaum  
2022 Rose Tuna  
3003 Crystal Glosser  
3004 Keisha Gibbs

# September/October Sales Contest Items

**Celsius 2 for \$5**

**2 for \$10**

**ONLY \$3<sup>39</sup>**

**2 for \$8<sup>50</sup>**  
or \$4.99 each

**BUY 1 GET 1 FREE**

**BUY 2 GET 1 FREE**

**2 for \$4<sup>50</sup>**

**PROMOTION VALID Sept. 1st - Oct. 31st**  
hotspotstore.com  
facebook.com/HotSpotStores

Download Our App

f X

Available on the App Store

Celsius 2 for \$5.00

Vacadillos 2 for \$10.00

Good 2 Grow Only \$3.39

Monster BOGO

Lay's Chips 2 for \$8.50

Red Bull BOGO

Hostess 2 for \$4.50

**1 Cashier Winner for each of the 4 Divisions \$500.00 per item.**  
**1 Store Manager Winner for each of the 4 Divisions \$250.00 per item.**  
**1 overall District Manager Winner for each contest \$250.00 per item.**

## **Know Your Company's Values**

**Are you aware of your employer's core values? Values shape a work culture, wow customers, help an organization compete, and may influence the world at large. Some of your most well-respected peers likely reflect the employer's core values. Value statements typically apply to everything a company does, but understanding how they apply to your job may elevate your position and advance your career. And taking them to heart can help you be more engaged or even influence promotions.**



### ***THE COMPANY'S MISSION STATEMENT***

**The goal of RL Jordan Oil Company, Hot Spot stores, and our restaurants is to provide our customers with excellent and convenient service, a clean, safe and pleasant environment and quality products at competitive prices for the purpose of building a profitable business. Furthermore, it is the Company's intention to strive to provide satisfying and rewarding employment believing that satisfied employees will result in satisfied customer.**



# REFERRAL BONUS

**HOT SPOT  
NOW HIRING**

**JOIN OUR TEAM**

- GREAT STARTING PAY
- MONTHLY SALES CONTEST
- RAISE AFTER 90 DAYS
- SPECIAL HOLIDAY PREMIUMS
- 401K AVAILABLE
- VACATION PAY STARTING AT 6 MONTHS
- HEALTH/LIFE INSURANCE
- PAYING EXTRA FOR BILINGUAL



APPLY TODAY AT [WWW.WEBSITE.COM](http://WWW.WEBSITE.COM)

**TEMPORARY REFERRAL BONUS PROGRAM** This program applies to ALL employees, except management. Employees will receive a **\$200** bonus for referrals that are still employed after 60 days.

**The referral must be listed on the employment application.**

## The Hartford Employee Assistance Program (EAP) –For All Employees & Family Members

Are personal problems affecting your focus and performance at work? You are not alone. The EAP offers services to help you deal with personal problems you may be facing.



What does the EAP cover?

- Substance abuse
- Stress management
- Financial problems
- Divorce/marital problems
- Crisis intervention
- Legal problems

EAPs offer education, awareness and counseling services to help you with your problems.

**AND YOUR PARTICIPATION IN THE PROGRAM IS STRICTLY CONFIDENTIAL AND FREE!**

Contact your HR department for more information.

To start getting help today call: 1-800-964-3577

[www.guidanceresources.com](http://www.guidanceresources.com)

First time users click register

Organization Web ID: HLF902

Mental Health Awareness Month:

### Overcome Fear of Stigma to Seek Counseling



Personal challenges can impact well-being, and mental distractions that often accompany them can keep you from feeling like your best self. Your employee assistance program (EAP) is an easy path to help with challenges, but does stigma or embarrassment hold you back? You are sure of confidentiality, but you believe handling problems on your own better demonstrates you are not incompetent or weak. Here's the big reveal: Nothing could be further from the truth. Seeking counseling is a courageous and proactive decision that demonstrates strength, self-awareness, and a commitment to personal growth. Just as you would seek medical care for a physical ailment, seeking counseling for challenges or emotional pain is a vital aspect of self-care. Today, employers are committed to fostering a culture of support where seeking counseling is encouraged. So, go for it. Make the call. Your future self will thank you for it.

## Learn to Love Exercise

Even if engaging in exercise can elevate one's mood and promises a longer life, this may not spur enough enthusiasm on your part to make it a priority. To create real motivation, rather than to "just do it," be programmatic about it. You'll stand a better chance of making exercise a more permanent part of your routine. Here are some ideas: 1) Decide where you will insert 30 minutes of exercise into your day four or five times per week. 2) What form of exercise is most gratifying? Can you combine exercise with another pleasurable activity like listening to music, reading a book, or other learning? Don't rush this step. Googling "fun exercises to stay in shape" will lead to many options. 3) Test the exercise for 5–10 minutes. Stop short of the normal discomfort from any muscle resistance exercise entails; for now, you are only gauging your personal satisfaction with your choice of exercise. 4) You've set aside 30 minutes per day, but when you first begin, shorten this time period and work your way up to the allotted time. 5) After a week, examine how you are feeling. Do you feel proud of your achievements so far? What about your energy level? Any gains there? Has this motivated you to sit less frequently? Any improvements to your diet choices? Has exercise helped you switch your focus or detach from stress or worries, at least temporarily? Think of all the small and large benefits gained. Don't overlook the less obvious ones. They all add up to the motivation necessary to reinforce your decision to keep an exercise program going.



## Know Your Company's Values

Are you aware of your employer's core values? Check your company handbook or new-employee materials. Values shape a work culture, wow customers, help an organization compete, and may influence the world at large. Some of your most well-respected peers likely reflect the employer's core values. Zillow, an online real estate company, includes these values (among others) in its online mission statement: "Customers are our 'north star' ... 'better together' ... 'do the right thing' ... 'include and empower everyone.'" They discuss each at [www.zillowgroup.com/about-us/story/](http://www.zillowgroup.com/about-us/story/). Value statements typically apply to everything a company does, but understanding how they apply to your job may elevate your position and advance your career. And taking them to heart can help you be more engaged or even influence promotions.



## Reduce Customer Service Stress with Accurate Empathy

With customer complaints, try listening for what is not being said. You may hear anger, but is the deeper issue disappointment? If so, saying, "I know you are disappointed" will demonstrate more accurate empathy. It zeros in on the real emotional target. This can calm your customer faster. It takes practice, but don't be surprised if, as a bonus, you get an apology for the overly emotional behavior. Rather than stress out over customers who are complaining, practice accurate empathy to improve customer service and increase your job satisfaction by possibly having less stressful days.



## Your Self-Care Checklist

When stress strikes, do you have a set of wellness practices you can turn to manage pressure, stress, and strain—ones tailored to how your body and mind uniquely respond to tension? Start and develop such a checklist, and over time, add to and amend it until you have the support tactics that will keep you resilient. Include whatever works for you—from lighting a scented candle to doing laps around the track. Then make this tool your personal action plan during periods of unusual personal stress. Don't waste time dreaming up stress-management ideas for your checklist. Pick and choose from a menu of hundreds of strategies by searching for "100 ways to manage stress." Many pages with hundreds of ideas will appear, and you can consider which ones feel right to you. Then keep your checklist at the ready for when the going gets tough.



# 10 Trick-or-Treat Safety Tips

See 10 safety tips for trick-or-treating to make sure your kids have a fun and memorable Halloween night.



The spookiest day of the year is quickly sneaking up on us. You're probably already on your way to being knee deep in pumpkins, costumes, candy and creating great Halloween memories for your child.

While Halloween is a highly anticipated occasion, the Children's Health Injury Prevention team reminds parents that safety should be top of mind. Children are more at risk for injuries while out walking on Halloween night than on any other day of the year.

## Trick-or-treat safety tips

Here are 10 frighteningly easy tips to help make sure your child has a safe, fun Halloween.

1. **Enhance visibility.** Choose costumes that are visible at night so drivers can see them in the dark. Having kids carry a flashlight or wear glow-in-the-dark bracelets, or other reflective gear, is also a smart way to make sure your child is easy to see.
2. **Clear eyes.** Not only should your child be visible, but they should also be able to see everything around them. Make sure the eye holes in their masks are wide enough. Or, better yet, paint their face using kid-friendly, glow-in-the-dark face paint.
3. **Inspect costumes.** Keep costumes short and snug. Baggy sleeves and long capes and skirts can cause kids to trip and can catch fire if they brush up against a jack-o-lantern.
4. **Make sure shoes fit.** Big floppy shoes that are hard to walk in may cause kids to fall.
5. **Check props.** Make sure props are flexible. Costume props can hurt kids badly if they fall. Props should be made of plastic or rubber.
6. **Stay together.** Don't allow kids under 13 to walk alone. Make sure to trick-or-treat in groups with adequate adult-to-child ratio. And, have kids older than 13 go with buddies.
7. **Look twice.** Teach your kids to look left, right and left again before crossing at street corners. Don't let your kids cross between parked cars. Encourage kids to use the sidewalk when possible. Drivers should also look twice, slow down, and be extra cautious on Halloween night.
8. **Inspect candy.** Have children avoid eating candy until you've had the chance to inspect it first.
9. **Never enter homes.** Teach kids that they should never enter a stranger's home while they are out trick-or-treating. The rules of "stranger danger" apply just as much Halloween night as they do every day.
10. **Be cautious with food allergies.** If your child has a food allergy and is planning on going trick-or-treating, be cautious. Although some homes now offer candy alternatives, you should still carry your child's auto-injectable epinephrine in case an accident happens.

# BREAST CANCER AWARENESS MONTH

## **Ask your doctor when you should get a mammogram.**

Other than skin cancer, breast cancer is the most common cancer among American women. Mammograms are the best way to find breast cancer early, when it is easier to treat and before it is big enough to feel or cause symptoms.

### **What Are the Symptoms?**

There are different symptoms of breast cancer, and some people have no symptoms at all. Symptoms can include—

- Any change in the size or the shape of the breast.
- Pain in any area of the breast.
- Nipple discharge other than breast milk (including blood).
- A new lump in the breast or underarm.

If you have any signs that worry you, see your doctor right away.



### **What Are the Risk Factors?**

Some main factors that affect your chance of getting breast cancer include—

- Being a women
- Being older. Most breast cancers are found in women who are 50 years old or older.
- Having changes in your BRCA1 or BRCA@ genes.

### **How Can I Lower My Risk?**

You can do things to help lower your breast cancer risk.

- Keep a healthy weight and exercise regularly.
- Don't drink alcohol, or limit the amount of alcohol you drink.
- If you are taking hormone replacement therapy or birth control pills, ask your doctor about the risks.
- Breastfeed your children, if possible.

### **Fast Facts About Breast Cancer**

- Each year in the United States, about 255,000 women get breast cancer and 42,000 women die from the disease.
- Men also get breast cancer, but it is not very common. About 1 out of every 100 breast cancers diagnosed in the United States is found in a man.
- Most breast cancers are found in women who are 50 years old or older, but breast cancer also affects younger women.

# Story of Smokey

(Celebrating 80 years)



## The Orphan Cub

*(Judy Bell helped her mother take care of Smokey)*

One spring day in 1950, in the Capitan Mountains of New Mexico, an operator in one of the fire towers spotted smoke and called the location in to the nearest ranger station. The first crew discovered a major wildfire sweeping along the ground between the trees, driven by a strong wind.

Word spread rapidly, and more crews reported to help. Forest rangers, local crews from New Mexico and Texas, and the New Mexico State Game Department set out to gain control of the raging wildfire.

As the crew battled to contain the blaze, they received a report of a lone bear cub seen wandering near the fire line. They hoped that the mother bear would return for him.

Soon, about 30 of the firefighters were caught directly in the path of the fire storm. They survived by lying face down on a rockslide for over an hour as the fire burned past them.

Nearby, the little cub had not fared as well. He took refuge in a tree that became completely charred, escaping with his life but also badly burned paws and hind legs. The crew removed the cub from the tree, and a rancher among the crew agreed to take him home. A New Mexico Department of Game and Fish ranger heard about the cub when he returned to the fire camp. He drove to the rancher's home to help get the cub on a plane to Santa Fe, where his burns were treated and bandaged.



*Orphaned black bear cub "Smokey II" was the second live representation of Smokey Bear from 1975 to his death in 1990.  
Photo: U.S. Department of Agriculture / Flickr*

**Rescued!**

News about the little bear spread swiftly throughout New Mexico. Soon, the United Press and Associated Press broadcast his story nationwide, and many people wrote and called, asking about the cub's recovery.

The state game warden wrote to the chief of the Forest Service, offering to present the cub to the agency as long as the cub would be dedicated to a conservation and wildfire prevention publicity program. The cub was soon on his way to the National Zoo in Washington, D.C., becoming the living symbol of Smokey Bear.

Smokey received numerous gifts of honey and so many letters he had to have his own zip code. He remained at the zoo until his death in 1976, when he was returned to his home to be buried at the Smokey Bear Historical Park in Capitan, New Mexico, where he continues to be a wildfire prevention legend.



*Smokey cub sitting on a Piper PA-12 Super Cruiser*

## Campfire Rules

In the United States, nearly nine out of 10 wildfires are caused by people not being careful. Help Smokey prevent these types of fires by learning to be careful and helping others do the same.

Make sure that the grownups building your next campfire follow all the rules below, and tell them to check out **Campfire Safety** to learn even more.

- Make sure you are at a site that allows campfires.
- Make sure there are no burn bans and it's not too windy.
- Dig a pit away from overhanging branches.
- Circle the pit with rocks.
- Clear a 10-foot area around the pit down to the dirt, removing

anything that could catch on fire.

- Stack extra wood upwind and away from fire.
- After lighting, throw the match into the fire.
- Never leave a campfire unattended; an adult should supervise the campfire at all times.
- Keep a bucket of water and shovel nearby.
- Never put anything but wood into the fire.
- Do not pull sticks out of the fire.
- Do not sit on the fire ring or rocks around the campfire. They will heat up quickly and they'll stay hot for a long time.
- When it's time to put the fire out, dump lots of water on it, stir it with a shovel, then dump more water on it. Make sure it is COLD before leaving the campsite. If it's too hot to touch, it's too hot to leave!





## Pumpkin Butter Pastry Pockets

Cinnamon is pretty good friends with pumpkin too. They come together for one of the tastiest—and easiest—handheld afternoon treats you'll make this season. Sandwich your favorite pumpkin butter between pieces of flaky, buttery pastry. (If you have kids, they can help roll out the dough and seal the edges with a fork.) Dust with cinnamon-sugar and/or drizzle with a cinnamon or espresso icing.

## Pearberry Scone Cobbler

*If you have more scones than will fit on the cobbler, place them on a parchment-lined baking sheet. Bake alongside the cobbler until golden brown and edges are set, 10 to 12 minutes.*

**HANDS ON** 20 min.

**TOTAL TIME** 1 hr. 30 min.

- 5 cups chopped pears, peeled if desired (5 to 6 medium pears)
- 1 cup fresh or frozen cranberries
- 1 cup frozen wild blueberries
- 1¾ cups all-purpose flour
- ½ cup + 3 Tbsp. granulated sugar
- 1 Tbsp. lemon juice
- 1¾ tsp. ground cinnamon
- ¼ tsp. ground ginger
- 2 tsp. baking powder
- 8 Tbsp. butter, cut up
- ½ cup milk
- ¼ cup coarse decorating sugar
- Cinnamon Whipped Cream (optional) (recipe, page 98)

**1.** Preheat oven to 375°F.

**2.** In a large bowl toss together pears, cranberries, blueberries, ¼ cup of the flour, the ½ cup granulated sugar, the lemon juice, 1 tsp. of the cinnamon, and the ginger. Transfer to a 2-qt. oval baking dish.

**3.** For scones, in a medium bowl combine the remaining 1½ cups flour, the 3 Tbsp. granulated sugar, the baking powder, ½ tsp. of the cinnamon, and ½ tsp. salt. Add 6 Tbsp. of the butter; toss to coat. Using a pastry blender, cut in butter until mixture resembles coarse crumbs. Make a well in the center of flour mixture. Add milk all at once. Using a fork, stir just until moistened.

**4.** Turn dough out onto a lightly floured surface. Knead dough by folding and gently pressing it just until dough holds together. Pat or lightly roll dough into a 7-inch circle that is about ½ inch thick. Cut with a floured 1½-inch square or round cutter; reroll scraps as needed.

PEARBERRY  
SCONE  
COBBLER

