

JULY NEWSLETTER

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100 for 100

#2025 Candy Taylor, Pam Miller and Amanda Choate \$100

#2028 Shairon Genwright, Madison Holcomb and Ashley Smith \$100

#2018 Leslie Fitch, Randy Adams and Andy Green \$100

#2028 Michelle Howell, Madison Holcomb and Ashley Smith \$100

#1601 Lisa Tincher, Jamie Sible and Ashley Smith \$100

#2032 Dena Coker, Lisa Poole and Amanda Choate \$100

#2008 Sherry Suttrich, Williams Halleman and Amanda Choate \$100

Sled Check

#1607 Dawn Wilfong \$300



Employee of the Month

Dominique Johnson's Area: Full-time: Donna Dunham - Pee Dee Subway

- Works hard and always willing to help others, great with customers.

Part-time: Ameya Washington - Eutawville Subway

- Very dependable, does a great job.

Crystal Church's Area: Full-time: Ashton Butler - Princeton Subway

- Great attitude and great with customers

Part-time: Naomi Drummond - B. Springs Subway

- Outstanding employee, great team player

MAY MANAGER OF THE MONTH

Name	Division	Location	Award
Hazel Rice	Div I	Cross Achor 6004	May 2024
Jennifer Corey	Div II	Princeton 2022	May 2024
Lindsey Ferqueron	Div III	Templeton Rd 2043	May 2024
Linda Lovette	Div IV	Red Bluff 2024	May 2024
Margaret Lipsey	Fast Food Division	Walnut Grove Subway 2305	May 2024

Congratulations to Red Bluff, Brittons Neck and Eutawville for achieving their summer sales certifications.



July Employee of the Month

Great Job and Congratulations to the employees listed below



Andy's Area

2003 Sam Smith
2011 Brittany Pruitt
2013 Rashad Young
2018 Latisha Armstrong
3005 Emma Mize
4005 Natisha Brockman
5003 Jayleen Fannon
6002 Rhonda Wilson

Amanda's Area

1000 Craig Forster
1102 Judy Mullen
2008 Elan Holdorf
2025 Jade O'Neal
5001 Ernie Robinson
5002 Devin Echevarria
5004 Vilma Banag

Ashely's Area

1103 Mark Brown
1601 Larry Evans
1607 Dawn Wilfong
1608 Andrea Collum
2021 Bryan Graves
2024 Miranda Duncan
2027 Dante Beatty
2028 Shairon Genwright

Debbie's Area

2005 William Curry
2010 Walton Hitt
2017 Roxanne Cothran
2019 Daphne Davis
2042 Hayley Garcia
2043 Miranda Campbell
6004 Sabrina Burton
6007 Tabitha Jones

Michelle's Area

1201 Brian Larson
2009 Destiny Turner
2022 Thomas Holaska
3004 Keisha Gibbs
4004 Tashia Baldwin



EMPLOYEE SPOTLIGHT



Wendy Pitts
Arch St. Location

Wendy has been with Hot Spot for 27 years. She is a dedicated manager and is always willing to go above and beyond for her store and team. Wendy was recently transferred to our Arch St location, she has dedicated alot of time and hard work to give the store new life.

Aside from being a Dedicated Manager, she is a mom of two children and grandmother to 4. She loves spending her free time with her grandchildren.

From the President's Desk

The summer heat is here! Customers are looking for cold drinks this time of year. For store employees just a reminder to keep the coolers full. The traveling public has many options when they are on the road. Let's keep the outside and inside of the stores clean and neat, especially the bathrooms. The outside view of the store, especially for new customers, can determine whether they even step inside. Let's make a good first impression at all times by keeping trash picked up, the pumps cleaned, and trash cans empty when they fill up.



In our society today there are many con artists and criminals trying to make a living by stealing our money, mine and yours. American consumers and businesses lost a record \$12.5 billion to internet crimes in 2023, according to an annual report from the FBI. Last year's loss total marks a 22% jump from 2022. Be careful with your personal data.

On the business side, our store employees are exposed to phone scams regularly. Whether you work in the office or in the stores don't fall for these very persuasive con artists. They write emails that look legitimate, and can be very convincing on the phone. **At Hotspot remember that we will never call the store to do money transactions like the following over the phone. HANG UP! It's a scam!**

1. As an example we will never request a store employee print gift cards off the phone card terminal for ANY kind of test or request cash for ANY reason!
2. We will never request that you take money to give to anyone or to put in the Bitcoin ATM machine at our store and we absolutely will not request that you close a store and go to a competitor to put money in a Bitcoin machine.

Please be careful with your own personal information and the company's.

Harvey Hicks



JULY BIRTHDAYS

JULY 2024

★ ACKLEY-HIRSCH, MARIAN 2017
 ANTINUICHE, BRITTANY 1601
 BEHELER, MICHAEL 2995
 BOALS, CADANCE 5002
 BOYCE, CHRISTOPHER 2309
 ★ BRANCH, BREANNA 6005
 BRANHAM, KYLE 2032
 CALDWELL, ASHLEY 2010
 CARLAND, MELISSA 5003
 ★ CHILDERS, KATLIN 2042
 COFFMAN, JOSEPH 2303
 CONOVER, ALBERT 2025
 ★ CUFFEL, JOSEPH 6002
 DAVIS, CYRUS 1103
 DODGENS, REGINA 8001
 DODSON, JUSTIN 4004
 ELROD, ALICE 2019
 EVANS, LANIIYAH 2028
 GAHAGAN, SHIRLEY 5002
 ★ GODBOLT, JACOB 2304
 GONZALEZ-SEPULVEDA, DEVIN 2995
 GOSNELL, TAYLOR 2019
 GROOMS, CHARLENE 3004
 HANNON, KATRINA 6002
 HARDIN, TAYLOR 2019
 HICKS, HARVEY 2999
 HITT, MARIA 2017
 INGHAM, EMILY 5002
 ★ INGHAM, TIFFANY 5002
 JACKSON, BRANDY 2019
 JENKINS, BRITTANY 1103
 JETER, JEKEITHLYN 2042
 JOHNSON, NAOMI 5002
 KETTERMAN, STEPHEN 5001
 KRATZER, MARSHA MICHELLE 2988
 LITTLE, BOWDRIE 2019
 LOPEZ, KELLY 6004
 MARIHUGH, BRITTANY 1601
 ★ MCCALL, JOSHUA 2028
 ★ MCPETERS, DAKOTA 5001
 MEAD, KAYLEIGH 4002
 MIZE, RICHARD 6007

★ 2017
 1601
 2995
 5002
 2309
 6005
 2032
 2010
 5003
 2042
 2303
 2025
 6002
 1103
 8001
 4004
 2019
 2028
 5002
 2304
 2995
 2019
 3004
 6002
 2019
 2999
 2017
 5002
 5002
 2019
 1103
 2042
 5002
 5001
 2988
 2019
 6004
 1601
 2028
 5001
 4002
 6007

★ MONTGOMERY, TORI 1607
 ★ MUND, DORLENE 4005
 ★ NORRIS, SHUNDRA 2010
 ★ O'NEAL, JADE 2025
 ★ OVERLEY, CAITLIN 2032
 ★ PARKER, BREAUANA 1601
 ★ POINDEXTER, JUSTIN 2990
 ★ POOLE, JOSEPH 3005
 ★ PORTERFIELD, CHARLSIE 2009
 ★ POTEAT, CALVIN 2990
 ★ POTETZ, CRYSTAL 5004
 ★ PRYOR, THOMAS 5001
 ★ RAMBAUD, RETA 2308
 ★ RAY, DOROTHY 2303
 ★ RICE, JESSIE 2043
 ★ RICH, TRACY 2028
 ★ RICHARDSON, JUMUND 2011
 ★ ROBERTS, AMBER 3005
 ★ ROUGHTON, HALEY 6007
 ★ SAXBY, CHERYL 1601
 ★ SEGARS, BETHEA 1201
 ★ SHAWLEY, KASSIE 4004
 ★ SHERF, JACOB 4004
 ★ SMALLS, JOSHUA 2021
 ★ SMITH, TIMOTHY 5002
 ★ SOWELL, TODD 1601
 ★ TAYLOR, CRYSTAL 1102
 ★ THOMAS, IVY 4005
 ★ THOMPSON, JANA E 2306
 ★ TINCHER, LISA 1601
 ★ TINDAL, TYMIR 2010
 ★ TOMCZEWSKI, PATRICK 2999
 ★ VAN HOOK, SHERRY 4002
 ★ VELAZQUEZ, ERNESTO 6005
 ★ WALLACE, TYLER 4004
 ★ WHEELER, CHELSEA 2010
 ★ WHITNEY, ANGEL 2019
 ★ WILLIAMS JR, RASHEEN 5002
 ★ WILLIAMS, DENNIS 2980
 ★ WILLIAMS, ZAIKERRIA 2009
 ★ WILLIFORD, DEBORAH 6004
 ★ YOUNG, MARCUS 6002

1607
 4005
 2010
 2025
 2032
 1601
 2990
 3005
 2009
 2990
 5004
 5001
 2308
 2303
 2043
 2028
 2011
 3005
 6007
 1601
 1201
 4004
 4004
 2021
 5002
 1601
 1102
 4005
 2306
 1601
 2010
 2999
 4002
 6005
 4004
 2010
 2019
 5002
 2980
 2009
 6004
 6002



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

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

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.

July/August Sales Contest Items

Contest items



Powerade Buy 1 Get 1 Free

Bucked Up 1 for \$4.00

Ghirardelli 3 for \$1.25

Jack Link's BOGO for \$1.00

No Man's Land 3oz bag \$9.99

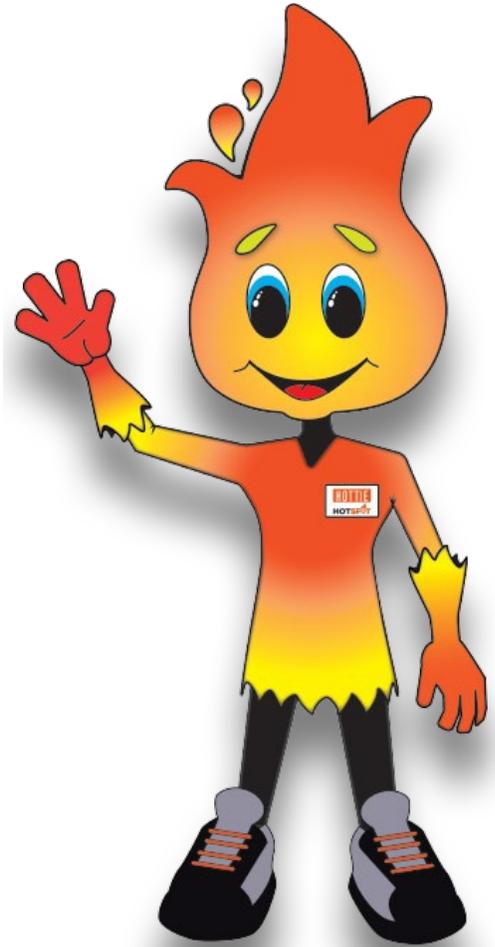
1 Cashier Winner for each of the 4 Divisions \$500.00 per item.

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.

UV SAFETY AWARENESS MONTH



Summer has arrived and while the sun is shining bright it's a golden time to highlight July as UV Safety Awareness Month!

We all love to take in those warm summer rays, but everyone must remember to protect their skin and eyes from the damaging effects of the sun.

The sun emits radiation known as UV-A and UV-B rays. Both types can damage your eyes and skin:

- UV-B rays have short wavelengths that reach the outer layer of your skin
- UV-A rays have longer wavelengths that can penetrate the middle layer of your skin

By learning the risks associated with too much sun exposure and taking the right precautions to protect you and your family from UV rays, everyone can enjoy the sun and outdoors safely.

Here are the harmful things unprotected sun exposure can do:

- Cause vision problems and damage to your eyes
- Suppression of the immune system
- Premature aging of the skin
- Skin cancer

Fortunately, there are things you can do to minimize the risk that comes with sun exposure.

1. **Cover Up:** Wearing a Hat (preferably wide brimmed) or other shade- protective clothing can partly shield your skin from the harmful effects of UV ray exposure. Proper clothing may include long-sleeved shirts, pants, hats, and Sunglasses - for eye protection.

2. **Stay in the Shade:** The sun's glare is most intense at midday. Staying in the shade between the hours of 10 a.m. and 4 p.m. will further protect your skin. The sun can still damage your skin on cloudy days or in the winter. For this reason, it is important to stay protected throughout the year.
3. **Choose the Right Sunscreen:** This is extremely important. The U.S. Food and Drug Administration's (FDA) new regulations for sunscreen labeling recommend that your sunscreen have a sun protection factor (SPF) of at least 15, and should protect against both Ultraviolet A (UV-A) and Ultraviolet B (UV-B) rays.
4. **Use the Right Amount of Sunscreen:** According to the National Council on Skin Cancer Prevention, most people apply only 25-50 percent of the recommended amount of sunscreen. When out in the sun, it's important that you apply at least one ounce (a palmful) of sunscreen every two hours. You should apply it more often if you are sweating or swimming, even if the sunscreen is waterproof. By taking the proper precautions and following this advice you and your loved ones can enjoy the sun. If you are having any problems after being in the sun, be sure to talk to your healthcare provider. Enjoy the outdoors this summer and remember to protect your eyes and the skin you're in!



Personal Effectiveness: Discover Your Maximum Potential

Personal effectiveness is the practice of getting the best out of yourself. Have you made an effort to assess your life by examining your goals and what's truly most important to you and then acquiring skills to achieve your potential and your best life?

Focusing on personal effectiveness allows you to gain insight into your strengths, weaknesses, and values. You increase your self-awareness, which helps you overcome roadblocks and take action to reach your most exciting personal goals. An entire industry on personal effectiveness exists, with education and training products. Nearly all can be purchased or found online. Be cautious, however. Many self-help and self-improvement materials are not scientifically sound, despite their online recommendations. Some may claim you have psychological problems or deep-seated "personal issues" that you really don't. Still, many personal effectiveness materials have stood the test of time and are effective and powerful. To get started, seek opinions and guidance from professional counselors, your employee assistance program (EAP), or other licensed medical and mental health professionals. They can help you find the right resource for self-help that can help you get to that "next level" in your life. The link below will take you to the most popular personal effectiveness materials purchased by the public in 2022.



Stress Tips from the Field Managing Workplace Stress Before It Starts

Start your day with a low-stress mindset to better manage work pressure and be more productive. Remember the last time you arrived at work in a calm and relaxed frame of mind? Was the commute less

stressful? Did you have a plan for the day? Was getting out the door less rushed? Were you more aware of the quiet streets and the morning sun? Did you have a few minutes to stroll or get a cup of coffee? This series of events can influence your state of mind. Keep a diary and experiment with 1) planning your day the night before, 2) going to bed earlier and waking earlier, 3) eating lightly but properly in the morning, 4) arriving at work earlier, and then 5) recording whether you feel more control over your day. If you connect this routine with experiencing a more positive day, you are more likely to make it a habit that will help you manage stress better so you can enjoy your job more.



Your Self-Care

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.



Yes, Stress Paralysis Is Real

Have you been so stressed (overwhelmed with anxiety from work pressure and family problems) that you could not move—literally? Perhaps it lasted only a few minutes, but you were incapable of getting out of bed, moving your limbs. This is stress paralysis. You may be at more risk for stress paralysis if you overuse suppression as a means of coping. Suppression is forcing yourself to not think about something distressing. What's needed are better ways of coping with stress. Contact your EAP or speak with another licensed/medical professional. Learn more: www.mayoclinic.org [search "conversion disorder"]



Eight Tips for Providing Excellent Customer Service

1. Treat customers with respect.

Customers want to feel valued and appreciated. They don't want to be spoken down to or ignored. When you're providing customer service, make sure you are respectful and use a polite and helpful tone.

2. Provide prompt assistance.

In my experience, customers hate waiting. They often want help immediately and don't want to wait long for it. Put a system in place that allows customers to get assistance quickly. This could mean having someone available to answer the phone or having customer service representatives who can promptly address customer concerns.

3. Find solutions that actually meet customer needs.

Not only do many customers dislike waiting, but they also hate having to deal with the same issue repeatedly. They want their problems solved and solutions that meet their specific needs.

When you're providing customer service, take the time to understand what the customer is asking for and find a solution that works for them. Resolve any problems efficiently and as quickly as possible so that the customer doesn't have to keep coming back.

4. Communicate clearly and concisely.

Don't confuse customers about what is happening or what they need to do. When providing customer service, make sure your communication is clear and easy to understand. This includes using simple language and avoiding jargon.

5. Be honest when things go wrong.

Customers appreciate honesty. If something goes wrong, they want to know what happened, and they typically want businesses to be upfront about it. When you run into an issue, always be honest with the customer and don't try to hide anything.

6. Focus on customer satisfaction and a sense of care.

I've found that customers want to feel like they're the only person that matters and like businesses care about them. Make sure you are focused on the specific customer's needs and doing everything possible to ensure they are satisfied. Show the customer that you care about their experience and put in the extra effort to help them.

Don't Just "Fix and Forget" Customer

Go further when resolving customer complaints by discovering root causes.

Start by understanding the customer's experience.

Ask, "Can you tell me more about what led to this issue?" or "What were your expectations before this problem occurred?" Think about why—and keep asking to discover the root

causes. Once confirmed, brainstorm and develop potential solutions. Implement, monitor, and evaluate a solution. Taking these steps will lead to fewer complaints, happier customers, and more love for your job. This is called root cause analysis.

Increase your value by learning more about it at



7. Have a positive attitude.

I think many of us can sense when someone is unhappy or doesn't want to be helping us — don't let this happen in your customer service. It's important to have a positive attitude and make it clear you are excited to help the customer. This can make them feel more welcome and appreciated.

8. Educate your team members about your business.

Most people want to work with people who know what they're doing. Ensure that your staff is knowledgeable about the products and services you offer. This will also help them address customer concerns quickly and effectively.

These are just a few of the most critical factors in providing excellent customer service. If you want to keep your customers happy and satisfied, make sure you focus on these key areas. With so many things to take care of in running a business, aim to make the customer experience as stress-free and pleasant for your clients as you can.