



# January 2009 Co-op Employee Survey Results

## Background

Approximately 375 Co-op Employee Surveys were distributed with paychecks on January 7, 2009, with a return deadline of January 19, 2009.

To assure the anonymity of the respondents, the Co-op contracted with Merilynn Bourne, Director of The Listen Center in White River Junction, Vermont, to tabulate the results and provided stamped, addressed envelopes with each survey for mailing directly to The Listen Center. A total of 167 (approximately 44.5%) completed surveys were returned by staff to The Listen Center. All opening and recording of results and comments was done by Listen Center staff. Merilynn Bourne retained the original copies and sent the tabulated results and typed comments to the Co-op on January 30.

## Survey Description

The survey consists of 19 statements covering four categories – open book management, knowledge of the Co-op and the cooperative business model, environmental sustainability, and customer service – plus a final statement that says, “I would recommend the Co-op to others as an employer of choice.” The employee was asked to respond to each statement by indicating whether s/he strongly disagreed, strongly agreed, or was somewhere in between. Comments on each statement were encouraged.

## Data

The raw data received from The Listen Center for each statement consisted of a count of how many employees chose each number, ranging from 1 (Strongly disagree) to 5 (Strongly agree), as their response. Comments were typed under each statement in random fashion.

*The attached results have been modified from the original data in the following ways:*

The percentage of employees who chose each response was calculated by dividing the count by the total number of respondents to the statement. The percentages are shown under the number chosen in response to each statement.

The percentage of employees who responded with a level of agreement to the statement – i.e. a total of those who chose “4” or “5” – is shown in parentheses following the individual percentages.

The order of the comments under each statement has been rearranged to keep similar sentiments together. Hopefully this will make it easier to gauge the depth and range of comments. No comments have been modified other than with the addition of a period or comma where needed for clarity.

## January 2009 Co-op Employee Survey Results

	DISAGREE		NEUTRAL		AGREE	
<b>I understand that Open Book Management means “management from the bottom up.”</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	(66.7%)
	4.6%	7.8%	20.9%	23.5%	43.1%	

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• I understand the concept.</li> <li>• Yes discussed in huddles from time to time</li> <li>• It just means management wants us to be more involved in all financial aspects of the business</li> <li>• I understand by having all the employees see the costs, expenses of various things and the sales figures put what we are doing into perspective</li> <li>• This has helped the employees to feel ownership in the company and to care more about the job</li> <li>• Profit and sales are seen by everyone.</li> <li>• I thought it meant including all staff in the financial status of the business so all can see how things are from the bottom line</li> <li>• Management works very hard to ensure information is given out and it is.</li> <li>• I thought it meant that when we were told everything, honestly I think it is a waste of time</li> <li>• I understand it but not necessarily think that we follow it all that well. It is an area to work on</li> <li>• I may understand this concept, but upper management does not seem to have a firm grasp.</li> <li>• I agree that’s what it means but don’t really feel it applies to the coop</li> <li>• It is hard when you can’t get numbers from certain departments that may help yours help the company better</li> <li>• Yes but I don’t think a courtesy clerk could, would want to, or understand managing from the bottom up.</li> <li>• I understand, that does not mean I see it working</li> <li>• It does not always feel that way but I guess that is how it works</li> <li>• Management could do more to make sure this takes place</li> </ul> | <ul style="list-style-type: none"> <li>• No one in management ever listens to or responds to the comments given on the floor!</li> <li>• Managers at all levels need to listen more, and to ask better questions</li> <li>• I think the merchandisers should take more information for the staff before bringing in new products from “the bottom up”</li> <li>• I agree that this is what it means but that is not what usually happens in practice in the Hanover store</li> <li>• I see it as getting staff on board by knowing about \$\$, but in no way do I feel influential or that is the bottom is listened to.</li> <li>• Yes, it is not in practice. Category management is the single biggest violator.</li> <li>• Do not listen to lower level employees</li> <li>• I still do not understand but I do like knowing our figures and how we are doing</li> <li>• I learned about open book management in orientation, did not get to learn about it in any detail</li> <li>• Need to know more about what that means</li> <li>• I am not sure</li> <li>• I have not received any training on this</li> <li>• I would understand if we went to more classes on this</li> <li>• I had no idea what open book management was.</li> <li>• Meetings to explain the concept were brief</li> <li>• My department could do more to understand what this is.</li> <li>• I’m still not entirely sure what this entails</li> <li>• I am not sure I understand</li> <li>• Feel that some need to be shown how the numbers affect them more</li> <li>• Just how much info are we privy to?</li> <li>• If only everyone would participate I would agree</li> <li>• Does that really exist?</li> </ul> |
|--|---|

## January 2009 Co-op Employee Survey Results

	strongly DISAGREE	2	NEUTRAL	4	strongly AGREE	
<b>My department conducts regular huddles.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	(51.6%)
	14.5%	13.2%	20.8%	19.5%	32.1%	

- Never
- Not at all
- In 2 ½ years I have not been too a single one
- We do not do this
- My manager needs to take this one REALLY seriously, and do it more than once a year.
- Some frequency
- Not informational
- Very infrequent
- Very rare
- Very rarely does the grocery department in my store get together.
- Rare and disorganized; as is conducted now it is a complete waste of everyone's time
- Should but don't
- More like irregular huddles
- Not often enough
- If they are conducted that are on my regular days off and I do not ever hear what has occurred in the huddle
- Only been present for one huddle in two years
- We could do more of them at least once a week
- We sometimes have had long gaps in between huddles of a month or more
- Once every couple of months
- Once every quarter
- We could do better with making huddles a priority
- In four months I have been in one huddle. I am a cashier and do notice huddles at least once a month
- As a part time employee huddles are not always held on a scheduled work day.
- I feel we need to have them once a week which does not happen
- I would like to see a huddle once a week in my department
- Good theory bad in practice
  - They are a waste of time
- It was good but we have been slacking lately
- Short staff and inflationary pressures cut into this
- Have had some trouble finding time with the holidays
- Many times we don't have time for huddles we are very busy with customer service
- We have small group that meet once a week to work on a specific area and a whole group meeting once a week to pass on what we have done
- Our department is small and we talk all the time.
- We keep in regular contact about daily events but no overall weekly check in on important things to come
- We have weekly meetings but not huddles
- No "huddles" but constant communication with every department
- We do not have huddles, not regularly because our department does not generate sales.
- Only the supervisors
- Only level 3 gets to participate in my department, part timers and cashiers to not have the opportunity to participate
- We have them after management meetings
- They are a good opportunity to communicate
- We did up until this week
- Our goal for this year is to have regular huddles
- Yes informative good way to stay up on costs
- I like our huddles because we can give our suggestions directly to someone right away

## January 2009 Co-op Employee Survey Results

	strongly DISAGREE		NEUTRAL		strongly AGREE	
<b>I understand the purpose of the huddles.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>(81.9%)</b>
	7.4%	1.3%	9.4%	26.8%	55.0%	

- I do not know why we have the huddles. I am not in the huddles
- Not really
- Sometimes it goes over my head
- I would understand their purpose if we had them
- Wish I had opportunity to participate
- I never huddled. I do meet with Terry on a regular basis
- I have no idea what huddles are; suppose to get everyone fired up about their departments so that we will better understand the goals of the coop
- I'm not sure they have a constructive purpose as they are being run at present
- Fine line between complaint sessions and huddles, an agenda for huddles would help
- It seems to be a work in progress
- Except when it comes to stupid games
- Yes but seemed to be forced
- Yes input, teamwork, bottom line
- Huddles have helped our department in many positive ways
- Our managers have been clear on the purpose of the huddles
- They are mainly used to pass on info from managers meeting, but also should be used to energize staff
- Huddles are for setting differences of opinions, encourage communication and making announcements related to department matters
- I think there should be at least on a month for cashiers and baggers.
- I knew before
- The question is how do you know if our input is actually being utilized?
- Higher ups should give credit to peoples ideas instead of taking credit themselves
- One person does the scheduling and it is all up to him who gets the days off vacations etc ... We have to do our time off according to his!! Huddles will NOT change this EVER!!
- We play games to help educate our staff; we have for 2 years

## January 2009 Co-op Employee Survey Results

	strongly DISAGREE		NEUTRAL		strongly AGREE	
	1	2	3	4	5	
<b>I have greater awareness of my department's financial performance as a result of OBM.</b>	9.9%	6.6%	14.6%	26.5%	42.4%	(68.9%)

- Yeah but I still did not care
- I had a greater awareness before open book came out
- Less and less
- No clue of our financial performance
- My department does not use open book
- Since department management never goes over this with everyone in the department it is hard to understand what they are talking about.
- The information posted in till room is good but sometimes hard to follow.
- Financial reports are hard to understand when presented.
- Numbers are confusing at times
- I don't know how my participation is going to make us more successful
- I understand sales for year to year but our department does not have inventory and we are not sure how much labor we can have
- I have no knowledge of the admin department finances. I will be tracking the board budget starting this FY
- Not 100% sure what the financial performance of the merchandising department is
- We can only go for so far with what regular clerks are given in responsibility
- I have an awareness of my department's financial performance as a result of huddles.
- Once a month, would like more
- We need reports specific to each department
- Makes us all feel more integral part of the grand scheme.
- To an extent I think more financial info can be shared
- I do the projected figures.
- I like knowing the numbers.
- The figures show where we stand in relation to the overall picture
- I know they are a lot of work but the meetings all staff are included in give the staff the most info

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	strongly DISAGREE		NEUTRAL		strongly AGREE	
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
<b>I feel that I can influence the future success of the Co-op through my participation in OBM.</b>	9.1%	10.4%	24.7%	24.0%	31.8%	(55.8%)

- No
- I'm not sure the above statement is true
- There is no participation
- No one has talked to me about open book management and what it means
- Not allowed to
- As part-time not so much
- I'm not sure that I would be listened to and in fact have not been on more than one occasion
- In this one the coop acts like a corporate store and uses the attitude of leave it to the management.
- Some concerns seem to bounce off the management and get rejected without any real consideration or explanation for rejection
- It seems that once management has their minds set on an idea it is hard to change it
- I don't really see where we as individuals can change much. Management makes all the decisions
- I don't know about this- my impact is primarily with assisting board members with their work
- I would hope so
- Would like some more opportunities to offer suggestions, for all departments
- I'm not sure what specific part I would play goals and how we achieve them
- The potential is there, execution is lacking
- Understanding what we do and how it affects the store is important
- Everyone has different thoughts on how things should be done or said.
- Not alone; only by being part of a team
- I need more info from management
- By doing my job properly
- I feel I can influence the future of the coop through hard work and motivation.

## January 2009 Co-op Employee Survey Results

	strongly DISAGREE		NEUTRAL		strongly AGREE	
	1	2	3	4	5	
<b>I understand my rights and responsibilities as a Co-op employee as outlined in the Employee Handbook.</b>	1.3%	0.7%	13.2%	23.0%	61.8%	(84.9%)

- I don't know what it is
- I have not studied the handbook recently
- I have been with the company for multiple years and never received an updated copy of the handbook, I'm sure something's have changed
- To a degree
- Being part-time it is less important for me.
- Perhaps we could go over the handbook again in some of our huddles?
- I understand enough to be in the middle of the road on this one, there is always room for improvement
- The handbook is clear and well written. The policies are not enforced.
- We are given the impression that at 3 months we would receive a raise, did not happen
- Most I know; some I have to look up
- Solid and strong values and expectations clearly defined
- We should update this often or renew to make sure we are current

	strongly DISAGREE		NEUTRAL		strongly AGREE	
	1	2	3	4	5	
<b>I understand the difference between cooperatives and other types of business.</b>	0.7%	1.3%	6.6%	29.1%	62.3%	(91.4%)

- More info available to staff please
- Perhaps this is something we can go over in huddles?
- I'm not sure how much difference there is in the Hanover/Leb Co-op
- Wish to highlight more and walk the talk
- We are given information about them on a periodic basis
- Everyone has equal part in its success or failure
- I spent nearly 10 years in corporate retail environments and the co-op is drastically better than those places. The co-op is more like a family and cares more for its customers and employees
- We are a member owned company where members can affect the government of the co.

	strongly DISAGREE		NEUTRAL		strongly AGREE	
	1	2	3	4	5	
<b>I can explain the benefits of membership in our co-op.</b>	7.4%	1.3%	9.4%	26.8%	55.0%	(78.8%)

- If you are an average shopper there really aren't any past quality and selection. It's not like the refund is very notable, unless you participate in classes
- Don't remember all of the details, only the major ones
- I honestly can't remember most of them when asked
- only service desk and some front end know this

## January 2009 Co-op Employee Survey Results

**I can name the three parts of the Co-op's bottom line:**

Financial: **102** Social: **104** Environmental/Sustainability: **123**

- Some people/departments take only 1 of the 3 into account
- Why are we still using bleached paper towels and toilet paper

	strongly DISAGREE		NEUTRAL		strongly AGREE	
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
<b>I believe our stores function differently because we are a co-op.</b>	2.4%	4.1%	14.2%	27.0%	52.0%	(79.1%)

- Some of the workers think it's bulls\*\*t
- I don't think we do that.
- What you still find here is the bureaucratic bull and that will never change.
- We are becoming more like a chain store.
- They used to; more and more like other stores every day.
- Getting to be more like corporate.
- I have worked in for-profit businesses that are far less top-down and have far better management than the Co-op. However, we do have good service to the community.
- Our size makes some things difficult.
- Seems boundaries and goals need to be better defined at times.
- Each has their own identity.
- in some ways we function differently - but the basics of running a food store are the same.

	strongly DISAGREE		NEUTRAL		strongly AGREE	
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
<b>Environmental sustainability is an important part of doing business today.</b>	0%	2.0%	10.5%	24.8%	62.7%	(87.6%)

- I agree although it's getting tougher because of the economic situation - plus not all companies think the same as we do
- HUGE
- Sure, we should be doing our part to take care of the world around us regularly
- Yes, and employee sustainability gets overlooked especially with high cost and limited access of corporate medicine and inflation pressures. Employee wages never keep up with inflation
- Does this mean it should be or it is due to the fact of pressure from customers and/or other establishments?
- Greater care on customer's expectations internal and external
- Only that it saves money
- Liberal favorite buzzwords

## January 2009 Co-op Employee Survey Results

	strongly DISAGREE	1	2	3	4	5	
				NEUTRAL		strongly AGREE	
<b>The Co-op's investment in sustainability is necessary for the good of the organization and the community.</b>	1	0.7%	2.7%	7.3%	27.3%	62.0%	(89.3%)

- Way to go co-op
- It sets an example for the community and helps them participate in that
- Most definitely - I think we need to continue to strive more
- Again, employee sustainability is short changed. Realigning priorities is necessary. Nutritionists also need to think outside the box
- Does it really require a full time position
- Maybe to bow down to everyone that walks through the doors. Big joke.

	strongly DISAGREE	1	2	3	4	5	
				NEUTRAL		strongly AGREE	
<b>My fellow staff take sustainability seriously.</b>	1	2.5%	12.1%	35.0%	22.9%	27.4%	(50.3%)

- Some of us do and others may not be so concerned
- Only when they feel like it, or if they are a hippie
- In my dept, yes. Storewide, I don't think a lot of people care
- Work seems too "busy" to pay attention. Practice of sustainability (i.e.: recycling) needs to be made very easy and simple
- A lot of educating is still needed
- Yes and no. It's all about "practice what you preach."
- If they don't, it's generally a matter of certain habits needing to be broken.
- More so when forced to
- More people recycle when they have to, but will skip doing so at times. Co-op management does well.
- I'm not sure actually
- It's hard to say if all staff take it seriously
- I have found that some of the younger staff do not take it seriously
- They don't care
- I feel as though there are ones that don't care about it and that they're at the co-op just to work for that moment in time.
- Not as an ideology but as against being disconnected and alienated as Wendell Berry talks about. Roadblocks hamper.

## January 2009 Co-op Employee Survey Results

	strongly DISAGREE		NEUTRAL		strongly AGREE	
	1	2	3	4	5	
<b>I take sustainability seriously.</b>	2.0%	3.3%	8.6%	26.3%	59.9%	(86.2%)

- It think it's part of my job and to do my job well means being sustainably active
- I do my part here as well as at home
- I occasionally try to think of things we could streamline or otherwise improve, because I know it's important to the community
- I think it is great that we do all we can to use recycled paraphernalia and also to recycle
- Sometimes it's hard because of equipment malfunctioning
- But some of the associated costs are part of doing business. Shouldn't cut the costs to a point of hurting business growth
- Yes not as ideology, most especially employee sustainability and good stewardship and the rest to follow, if road blocks can be removed and can stop asking for government hand outs and regulations food subsidies, hidden costs ignored, factory farm pollution
- I'm not a hippie

	strongly DISAGREE		NEUTRAL		strongly AGREE	
	1	2	3	4	5	
<b>I give customer service that meets the Co-op's expectations.</b>	0%	0.6%	1.9%	19.9%	77.6%	(97.4%)

- I have always felt I have given one hundred percent of myself
- I'm willing to go the extra mile to satisfy any request for service
- It's the best part of my job!
- I try my best and take pride in it
- I feel very customer friendly
- I enjoy working with people
- I believe that I have a strong work ethic and I try to deliver the best customer service that I am able to give
- Meet plus go the extra mile to please and satisfy the customer
- Obstacles make harder
- Once in a great while I mess up
- I have a bad day like anyone else here, I try hard and I'm successful most the time!
- To the best of my ability I do, however, I can only answer so far because of lack of recourse to me being only a clerk
- I wish there were more training to teach us customer service policies. I sometimes feel I give inadequate service due to lack of knowledge
- I have had problems in the past , I'm actually sitting on a verbal warning, but I think I am doing better
- I am just here trying to work on being more knowledgeable about where products are in the store ( I'm still kinda new here)
- Some employees are rude
- I think I should get more training on this one
- Dept managers treat their positions as if they had inherited them. They act as if they are a class above the workers
- The merchandisers have made this very difficult!

## January 2009 Co-op Employee Survey Results

	strongly DISAGREE		NEUTRAL		strongly AGREE	
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
<b>The people in my department give customer service that meets the Co-op's expectations.</b>	0.6%	1.3%	15.6%	39.6%	42.9%	(82.5%)

- My department rocks!
- We do our best to meet the need of our customers whenever we can
- Mostly all the staff in this department give a high level of customer service
- We all work up to their expectations
- We try to. There are days were it is very hard. We have dealt with some very rude people
- Do well despite obstacles
- All could use improvement in some way
- Need to work on it
- Depends on the person
- If they don't I believe it is due to expectations not being understood
- Sometimes workers are more polite to customers than they are co workers
- You try to set the example, but there are those that don't seem to care and it does not seem to matter because I don't believe we have strong discipline actions
- Some exceed expectations but others should not work with the public!
- Some do, some don't
- Some do and some don't!
- Most do- others need constant reminding and training
- I would like to think that the front end gives good service but sometimes we do need to work a little harder
- When they feel like it
- One is too old I wait on five to his one! He is too old to do the job!!!
- Some still treat it as just another 9-5 type job
- Some seem to be here just for the paycheck
- I get very frustrated with some co workers as they spend more time talking not paying attention to what needs to be done and customer service!
- I hear a lot of bad mouthing of members!
- I can name two department managers that are unfair to women, treating them poorly
- I don't really know, it's not really my job to look for that is it?

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	strongly DISAGREE		NEUTRAL		strongly AGREE	
	1	2	3	4	5	
<b>I receive great internal customer service from other employees.</b>	1.9%	4.5%	22.1%	35.7%	35.7%	(71.4%)

- Overall we treat each other well
- Everyone's great to me when I shop here
- In areas I shop everyone has been excellent
- Fellow employees are always kind and helpful
- The Hanover front end is very friendly!
- These coop employees are hard working people
- Most of our employees are people orientated
- Everyone is pretty cool
- Overall yes, however, some employees need more training to understand
- Great? Not often. I often receive adequate service and also receive poor internal service.
- Depends on the employee
- Phone etiquette needs to be greatly improved between departments
- Some time depends on how busy they are or if they are short staffed
- I feel the department communication is very disrespectful at times
- Sometimes yes , sometimes no
- Depends on the department
- Because of being an employee I feel that some of those take me for granted as a customer
- I have been in situations where some have taken an external customer first when I had already been waiting
- Mood swings are a bad thing to have in your work environment
- When they are not in a bad mood
- Not all departments!
- It is not consistent and sometimes not clear what is needed
- Not always so
- Need some incentives to do so
- I see some cases where bullying is allowed seen as a trait of "ambition"
- Especially not all supervisors and department managers, one is verbally abusive
- Working at the service desk other staff often do not realize that we have to do in a day and why sometimes we cannot get right to their requests
- Lack of discussion and communication is still a very big problem
- Negativity needs to be dealt with more seriously!
- The worst customer service is still in human resources'!
- Sometimes I see employees that could do a little more!
- When this company gets better and different managers then I will rethink my answer!
- NO!

## January 2009 Co-op Employee Survey Results

	strongly DISAGREE	2	NEUTRAL	3	4	strongly AGREE
	1	2	3	4	5	
<b>It's time to refresh all Co-op staff on their customer service skills.</b>	11.1%	11.7%	15.4%	24.7%	37.0%	(61.7%)

- Everyone has great customer service skills
- Most employees have several years experience in retail, so why they know how to deliver great service already.
- I think we all know what it takes to give good customer service
- With all the classes you have given it is enough; new employees only, for god's sake we have common sense
- Not everyone
- Not all staff need it – each manager should make the decision who needs it
- Yes
- Not all but some do need to be made aware of their actions
- May or may not do any good for some of them
- Some people don't need it some people do!
- I feel the biggest lack is internal communications
- Can be helpful to review from different angles to keep interesting
- It is always good to be refreshed in any area!
- I trust and have high hopes for upper management
- Some of the old school one maybe. It is always good for anyone to refresh
- We have a pretty good clue; refreshers are good to a point. We really have good people
- This kind of thing should not be occasional, it needs to be ongoing and modeled by all management
- There should be classes that managers can require certain staff members to go to
- Perhaps it never hurts to have a refresher
- Always room for improvement
- It is always good to have a review
- With the way the economy is I feel we should really push how great customer service makes a difference for our company
- A refresher periodically would be helpful
- be more aware of changes
- Always!
- Some employees and a couple managers need it
- I think that even if you're expert at customer service a refresher reminds you of how important it is and why
- Yes overall customer service has taken a back seat compared to that bottom dollar
- There is still too much "this is not my job" or "let's get another department to do it"
- All the staff from what I have seen since I have been employed have been excellent
- It could not hurt, maybe if we all attended a bi annual training course it would keep everything fresh in our minds
- It is always good to refresh these points to keep them in the fore front
- It is always great time to refresh skills!
- A knowledgeable and motivated staff that respect their supervisors give good customer service

## January 2009 Co-op Employee Survey Results

- I feel it would be good to refresh because of some of the experiences I had and to let all know this is serious
- I think we should receive mandatory up to date classes on polices to refresh our memories
- This is always a great idea
- Some need a reminder
- This should be done monthly not yearly!
- I think more classes on customer service is great, staff always needs a refresher
- Meetings can be a waste of time but some staff really needs help on their customer service!
- Especially the merchandising department
- Skills are fine
- It is always time

	strongly DISAGREE	1	2	NEUTRAL	3	4	strongly AGREE	
<b>I would recommend the Co-op to others as an employer of choice.</b>	<b>1</b>	3.2%	2.6%	<b>3</b>	10.3%	<b>4</b>	<b>5</b>	63.2% (83.9%)

- Depending on department perhaps, some more demanding; despite frustrations, people are trying to do the right things. There still needs to be more trust and openness.
- Not in my department!
- With growth the coop is in danger of becoming an impersonal “big business”
- Our organization is too top heavy!
- It is a good company that could just be so much better!
- Not right now...the organization is increasingly dysfunctional right now
- Too many chiefs, rude to staff like the chains, not so in past years, it is getting worse!
- I feel the coop getting top heavy with over head
- To cooperate too much bureaucracy, way too much family connections, it is who you know not what you do around here
- The benefits are wonderful. The way it looks to me the longer you work at the coop the less you have to do to get the big bucks, No mandatory retirement. You retire then can come back and do half the job as your co workers!
- To a point I would. It is not as great of a place as some think.
- I have had ups and downs working here over the past nine years, overall I feel the coop has made improvements in the staff treatment, benefits and training
- Every job has its frustrations but the coop has good benefits and time off and constant work so I would I would recommend it.
- This depends on who one is recommending-- the jobs are largely for less skilled workers, opportunities for advancement are limited by the small management layer, although the practice of hiring from within/promoting is positive for those already employed by the coop
- The coop is a great place to work even though some of the department heads don't belong where they are.
- There are some things I get upset about but overall it is a great place to work
- It depends on what they were looking for in a job. If they just want a paycheck in a place with great benefits then yes
- Yes, also depends on the managers respect for their employees and vice versa

## January 2009 Co-op Employee Survey Results

- As a retail environment, I believe the coop is better than average. Wages are fair and employment is stable despite the current economic state.
- The store manager should instill trust in his department, all will be better if micro managed
- The pay is low compared to other stores and some employees and supervisors are rude!
- I agree the coop is a great place to work, but financial compensation in some departments should be increased.
- I have not many different jobs in my life time so I don't have a lot to compare with; however the coop is by far the best place I have ever worked!
- It would be great education for all employees to work in the other coop facilities to appreciate the similarities and differences
- I might but are we not on a hiring freeze?
- I don't like telling people what they should do and I think people should work at a job that fits their abilities, personalities and dreams
- Some great people to work with
- It is important to support your paycheck! Having a 20% discount is a great extra!
- I feel respected. I consider myself an equal to everyone no matter how high up they are. I am no one underling and no one treats me that way. The benefits are not too shabby either!
- I would recommend the coop because they are always working with you and not at you.
- The coop is a wonderful place to work
- I believe that the coop is a good place to work. I have recommended it to people over the years. There are a few improvements to be made but no company is perfect. We are pretty lucky here.
- I love my job
- Always ...if we where hiring...I understand why we are not
- We are certainly top of our breed!
- Have many times
- Best place I have worked for
- Absolutely!
- I do to my friends
- Great environment and a fun place to work
- I have always thought the coop to be a great place to work! I have told many to try to get a job with the coop!
- The coop is a great place to work