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# QuickTalk

Summer 2016

## QC Balloon Festival

### Up & Away!

See the sights of the 2016 Balloon Fest!

## QC Human Resources

### Fit for Life

Tips for staying healthy and safe

## QC Community

### Cops & Golf

Raising cash and awareness on the road and on the links

## QC Sales & Marketing

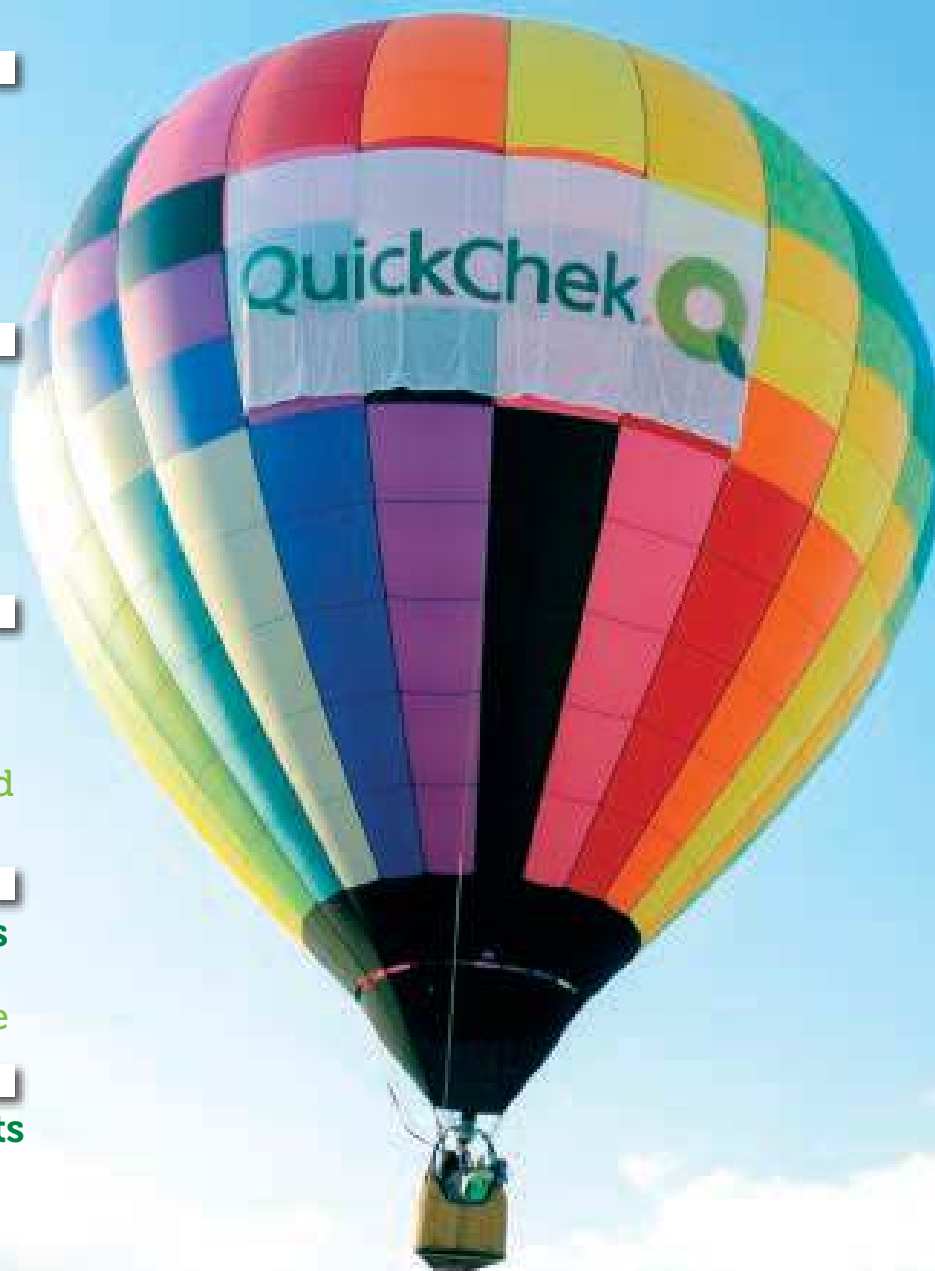
### Summer News

Market tour and app update

## QC Real Estate

### Stores & Guests

Long Island news and a special Team Member!





Welcome to the  
Summer 2016  
issue of QuickTalk

# Dialogue with Dean.

## Summer Greetings!

by Dean Durling, August 2016

Way to Go everyone! Together, we are all on a journey to deliver the best fresh convenience experience in the New York metro market and our Key Results indicate that we are on track as we finish our third quarter for 2016.

### 2016 Key Objectives

- Profit – Achieve 2016 Profit Goal
- Growth – Open Profitable New Fuel Sites
- Great Place to Work – Team Engagement

### Key Results

- Chek – Profit after 8 months into the year is over 100% above the company goal. One of our key drivers of profit is our compelling Food Service offering and everyone is stepping up to the plate.

- Chek – Growth is measured by our new store openings. We have a target of 7 new stores this year. After 8 months, we have 4 new fuel stores open and 5 more under construction. We are well on the road to hitting our mark. For more details about our growth and expansion, see Randy Carlin’s Real Estate update in this issue.
- Chek – Great Place to Work is measured by several factors but most notably, our QC Voice engagement scores, the fact that QuickChek was once again recognized by both New Jersey and New York states by being awarded Best Place to Work, and turnover is down while new job applicants are up. We know, a great place to work creates a great place to shop.

This is our company and everyone is accountable for these key results. The work that we do every day impacts one or more of these key results, otherwise, it’s not worth doing, right.

Oh, and to top it off, we have been named *Convenience Store Decisions’* 2016 Convenience Store Chain of the Year. This is a new honor to add to our distinguished list.

Way To Go!

Dean

### MOREFROMDEAN

See all of Dean’s updates at:  
[www.quicktalkonline.com](http://www.quicktalkonline.com)

## credits.

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# Operational Outlook

by Mike Murphy, August 2016

Another great weather summer! Sales are doing well! Stores are looking good! Thank you Team Members for the great job you do every day, all day.

Considering how much has to be done daily in a store, QCez is so important! Little things like making sure everything has a home, and returning things to that home makes life easier for our fellow Team Members. We give better service to our customers when we don't waste time looking for things! Also, teaching our Team Members to do a job the same way avoids confusion and ensures that we are a Great Place to Work.

As we all know, our customers look for speed of service! Maria Fidelibus and the IT team have really helped in this area with the roll-out of Fast Lanes. We can't predict when that bus load of people will enter our store, but Fast Lanes help a Team Member take care of 3 to 4 customers at one time! With that increased flow, it's important we do not lose interaction with the customer!

We must stay focused on shrink. You all have done a nice job reducing shrink from last year. Every dollar we save in shrink goes directly to the bottom line of our stores! Stay focused on these ways to reduce shrink:

- Never leave the Checkout Area unattended. We will have increased shrink with customers not scanning items! Not to mention lost sales (e.g., cigarettes).
- Follow Team Member purchase policies, with receipts for every purchase.
- Follow the Team Member Name Badge Discount policy. Remember that the discount is for Team Members, not customers! The instructions are on your name badge if you are not sure.

Lou, his team, and technology from Maria's team, enable us to remotely monitor what's going on in the stores. If you suspect your store has a shrink issue or misuse of policy, contact Lou so he can help you solve the problem. I even use the technology to ensure we are delivering on our service promise. You and your DLs can use it, too! If you have a busy time of day when you are not there, ask your DL to have a look! Stay vigilant! Keep shrink and cash losses to a minimum so we provide profits to continue to grow and open new stores. (Thanks Rick and team – you have been doing great getting those stores built!)

We are in a very competitive marketplace. More and more competition is emerging. That's why your ability to execute is critical! Our stores must look great, be in stock, provide clean bathrooms, and offer great fresh food and beverages. With friendly Team Members we are sure to beat the competition! Thanks to your efforts and commitment, we will continue making QuickChek a Great Place to Work and a Great Place Shop. Keep up the good work. I know you all will!

If you have any concerns or ideas to help us continue on our journey, please let me know! Attend a Town Hall meeting (see your DL for the schedule), e-mail me, text me, or call 973-703-2157.

Thanks,



### MOREFROMMIKE

See all of Mike's updates at:  
[www.quicktalkonline.com](http://www.quicktalkonline.com)

## in this issue.

Issue 25: **August 2016**



Whenever you see this icon, please visit QuickTalk Online for related video content.

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## QuickChek – A Great Place to Work in both New York and New Jersey!

For the **fourth consecutive year**, QuickChek has been named a Best Company to Work for in New York State! For the **sixth time** in seven years, we've also been named a Best Place to Work in New Jersey! Being on both lists at the same time is a rare distinction, made possible by our Team Members.



The "Best Places to Work" and "Best Companies to Work For" lists recognize top employers who show a dedication to employee growth and quality of life.

Employees are surveyed as part of the award investigation process, so QuickChek Team Members have direct input. This recognition confirms we remain on the right track. Everyone works hard to attract, retain, develop and empower our great people to be successful.

Dean Durling summarized it best: "We strive to create a positive experience and fun environment where core values are nurtured, hard work is rewarded and leadership is cultivated."

Congratulations everyone, and thanks for making this possible!



## QuickChek Named 2016 Convenience Store Chain of the Year

Total Customer Dedication. It's a phrase retailers like to use, but it is extremely difficult to execute. Not for QuickChek. *Convenience Store Decisions* named QuickChek the **2016 Convenience Store Chain of the Year**. They stated: "QuickChek has been a model of consistency for nearly five decades and continues to be a shining example of the best the convenience store industry has to offer."

QuickChek has embraced cutting-edge technology while remaining true to Team Members, customers and their communities throughout New Jersey and New York. "As a resident of New Jersey I get to see firsthand the outstanding work QuickChek does on a daily basis. The company serves high-volume markets and meets consumers' demands flawlessly," said John Lofstock, vice president and editor-in-chief of *Convenience Store Decisions*. "But it's what the company does behind the scenes that I admire most. It has one of the most dedicated workforces in the industry because it believes in taking care of its people and is always among the first local companies to support the community. This is a well-deserved honor."

CEO Dean Durling summed up the accomplishment best: "This is a tremendous honor that reflects the hard work and dedication of more than 3,700 Team Members who take great pride in delivering Total Customer Dedication, each and every day."



For more on this and all QT news, visit [www.quicktalkonline.com](http://www.quicktalkonline.com)

## QuickChek Tech Splash!



QuickChek's Technology Team has scored major recognition from *CSNews*! **Maria Fidelibus** has been chosen as their **2016 Technology Executive of the Year**. This award acknowledges both her contributions to the QuickChek Team and her leadership efforts within the industry. Further honoring Maria's leadership within QuickChek, and

among her c-store peers, is a second *CSNews* award. She has been named one of the **2016 Top Women in Convenience**.

These honors will be awarded, respectively, at a dinner on Monday, October 17th and a cocktail reception on Wednesday, October 19th, both in Atlanta around the upcoming NACS industry tradeshow.

Way to Go Maria and the QC IT Team!!

## Thank you Jimmy for 40 Years of Service!!



After 40 years of dedicated service, **Jim Vinson** is retiring to Nevada. Contrary to rumors, he is not scouting contractors for new stores in that state!

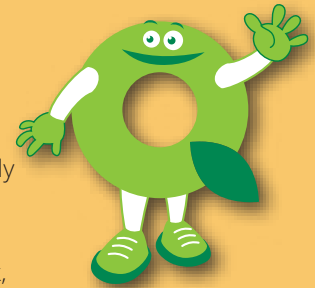
As a Store Leader, he developed a loyal following especially in his hometown of Washington, NJ. That experience gave Jim tremendous empathy for store teams and drove his Store Engineering efforts.

He always focused on making it right for each store. Jim not only made a career at QuickChek, he literally built a large number of our stores and knows how to get an operation up and running. That includes getting the Balloon Festival store aloft. Jim has regularly given his very best to QC, the community and to our country – he is a true QuickChek soldier. Jimmy, you will be missed – bon voyage!

## Behind the Q

A different perspective on the people of QuickChek

How many Team Members really know the person working next to them?



In this new feature of QuickTalk, we'll learn more about the amazing people in our company. We'll count on you to alert us to people with interesting hobbies or skills, those tackling personal challenges and exhibiting extraordinary character. Do you know someone with an interesting story?

### Sebastian Galvez – A Man on a Mission!



Twenty-year-old Sebastian is sprinting toward the future he wants to create for his community, his family and himself. Simply put, he wants to change the world.

Hired in May of 2015, he counted himself fortunate to have landed a part-time position as a Gas Team Member. He was lucky because two of his friends were already working in store #35 and referred

him! It was a third job that helped him pay for school. When he's not attending Raritan Valley Community College (RVCC) for a degree in Business Administration, you might find him visiting the United Nations to learn about human rights. Or he may be preceding a *New York Times* bestselling author to address 400 people at the United Way Women's Leadership Breakfast – to a standing ovation no less. That is when he's not playing basketball.

Born in El Salvador, his efforts focus on learning about the challenges facing the world so he can find solutions, and start a charitable foundation to address them. He is particularly passionate about ensuring all people have food, shelter and respect. This young man is definitely playing to win!

After just five months on the job, he was Team Member of the Month twice! Gas Leader Dan Quinn quickly realized what he had and promoted Sebastian to Assistant Gas Leader. Academically, he finished his first full time semester with a 3.88 GPA. He made the Dean's List and was inducted into the Phi Theta Kappa Honor Society. His efforts also landed him a summer internship at Johnson & Johnson in Supply Chain Logistics. He's holding on to his QuickChek job though, working weekends. He'll kick back into his regular schedule in September.

Keep your eyes on Sebastian, he will change the world!

# 2016 QuickChek NJ Festival of Ballooning



Rains came down, but that did not dampen the festivities, nor did the extreme situation dampen our QuickChek smiles. Despite the weather, loyal fans of the largest summertime hot air balloon and music festival in North America hung in there, too. The QuickChek photo scavenger hunt made for fun web posts.



Thank you Team QuickChek, for giving your all to make the 34th annual Balloon Festival the very best possible experience. You poured out the effort to serve our customers on Friday, July 29th and Saturday July 30th. Cancellation of the festivities for Sunday left everyone wanting more.

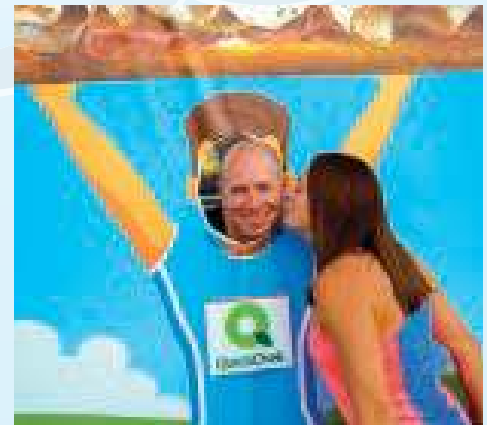
On Saturday, the early morning ascension was spectacular and guests remained for KC and the Sunshine Band, hoping for clearer skies.

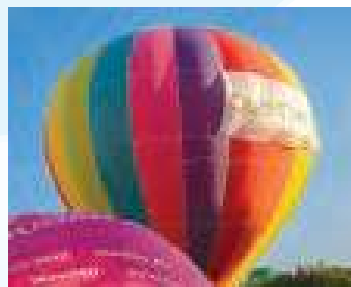
Rain or shine, the QuickChek Team, and our vendor partners are always ready with Total Customer Dedication! A big THANK YOU to everyone who planned, prepared, set-up and delivered our very best. Your efforts clearly demonstrated the quality of our teamwork.



The incredible heat and humidity really made for thirsty guests. Good thing Marketing ordered over 22,000 bottles of water! After last year's debut, QCafé was really popular, assisted by the cool, refreshing samples of smoothies and other frozen drinks. Fresh subs, sandwiches and healthy salads got a delivery boost too, with a megaphone announcing completed orders to our guests.

The fields of Solberg Airport in Readington, NJ were filled with crowds as crews inflated their colorful balloons for the Friday evening ascension. The 75-foot-tall, 500-pound Brazilian Piranha gave a toothy grin at the looming clouds. Those clouds delivered on their threat and cut flights short. Regardless, there were record crowds for the Third Eye Blind concert, as a huge throng of millennials rocked out and experienced QuickChek hospitality. We even exceeded last year's Friday in-tent sales by almost 25%! Great job!





For more on this and all QT news, visit [www.quicktalkonline.com](http://www.quicktalkonline.com)



## QuickChek Launches Summer with Support Center Volunteers

It was “all hands on deck” as Support Center volunteers helped launch summer with our huge Memorial Day Sub promotion. Volunteers flocked to stores to pump up the excitement with sampling and smiles. Team Members sampled QCafé drinks in 50 different stores and eleven districts throughout the day! You can see the smiles and energy in these photos. For the full list of volunteers go to [www.quicktalkonline.com](http://www.quicktalkonline.com).



### App Happy!

Since we launched our app on March 25, 2015, customers have been hooked, and their engagement is steadily growing. They love receiving special offers. Our Twix® promotion on April 20th drove 500 downloads on a single day, the largest number since the launch. That’s nearly DOUBLE the daily average of 250 per day. In total, we’ve achieved about 120,000 downloads toward our goal of 1,000 downloads per store.

Our Bubble Pop and Spin & Win games have been insanely popular as customers earn even more perks. Over 4,000 people per day play the games. Entire families compete against each other, and we receive regular Way To Go messages about the app. The addition of mobile ordering has launched even higher levels of customer delight. Daily mobile orders shot past a record of 285 and have hit as high as 421 orders in a single day! Overall we see more than 60,000 engagements per week – that’s 25,000 more per week than the industry average!

Our app provides a great way to build on the loyalty your TCD service delivers. It also offers us a way to thank regular customers and drive store sales. Keep talking up the app and helping customers embrace it – you’re doing a superb job!





# 2016 Market Tour

Twice a year, Marketing sets out to discover new food concepts and ideas in the marketplace. Most recently, the team hit New York City in search of the latest trends in food preparation, equipment and design. Director of Food Service, Jen Vespole, organized five teams for a shotgun start that covered the city in two days. The teams searched for ideas in the areas of quality, speed, cleanliness, value, taste and freshness.



Teams, comprised of Marketing, Store Engineering, IT, Operations and Vendor Partners, visited multiple sites. Documenting their discoveries, teams presented their top two to three ideas for driving profits in 2017. The broader group voted on the best ideas. Here are five top findings:

1. Creative approaches to messaging that allow us to tell and optimize our story through effective touch points (menu boards, packaging, signage, customer interaction).
2. Customer experience, specifically about how our team engages customers (sampling, visibility behind the counter). They saw fun attitudes, a high sense of urgency and the ability to solve problems as top competitive differentiators.
3. What about paninis? This could be our next big sandwich delivery vehicle.
4. Another highpoint were operators who elevated one simple ingredient (e.g., chicken) and became a destination based upon their innovative execution.
5. Solid shift towards wellness in both beverages and food items. Salad offerings remain strong, as do unique grab-n-go cases that support the sale of hot items.





## Learning Update

### Coming in 2017: New Leader Introduction

Our commitment to developing best-in-the-industry leaders takes another step in 2017. Building on the foundations of *Play to Win* and the *West Point Leadership* experiences, an introductory program for prospective New Leaders will be launched. Continued growth and the opening of new stores creates a steady demand for leaders. Our commitment to develop-



ing Team Members invariably identifies role model Team Members that live our Core Values and deliver great results. The next logical step may be an entry level leadership position. This new web-based-training (WBT) program will introduce prospective leaders to the expectations, skills and abilities required to be effective.



### Learning Management System (LMS) Launch

After more than twelve months of research, planning and development, we will shortly launch a company-wide system for delivering and tracking learning. QC Learn's new functionality will streamline the scheduling, notification, delivery, tracking and reporting of every Team Member's development. This new system will reduce effort and increase the accuracy of our learning initiatives. Look for the announcement - we're committed to growing your skills and abilities!



For more on this and all QT news, visit [www.quicktalkonline.com](http://www.quicktalkonline.com)

## Way To Go!

### Store #65: Eric "Locks-in" Customer Loyalty!

1/7/16: I was at your Neptune, NJ store, and locked my keys in my car along with my cell phone. Team Member Eric was happy to help! He immediately called AAA to help me. I have never been treated with such care and concern!! I am a QC Customer for life! - Carol

### Store #67: Vanessa Leads the Way to TCD!

02/05/16: My aunt is from Quebec, Canada and barely speaks English. She stopped at your Goshen, NY store to get gas and to ask directions to the nearest hotel. It was late, and she didn't know the area. Your Team Member Vanessa was just leaving for the day and offered to have my aunt follow her to the nearest hotel. What an incredible woman! She was a Godsend! THANK YOU VERY MUCH!! - Jackie

### Store #35: Hillsborough Extinguishes Thirst & Hunger for Local Firefighters!

02/11/16: Just wanted to write "thanks" to your Hillsborough, NJ store for feeding all those firefighters who helped fight the Hillsborough warehouse fire. Knowing my son and his fellow firefighters had something to eat and drink while they battled this fire is a true blessing. - A Firefighter's mom and family

# Simple, Healthy Choices = Wellness



When hectic work schedules, appointments and other personal responsibilities fill our days, it's hard to make the right meal choices – especially when the meal has to be a quick one. Most quick, ready-to-eat snacks are loaded with extra sugar, fat and sodium.

Before you grab your routine snack or to-go item, take a minute to ask yourself three simple questions:

1. Is sugar one of the main ingredients?
2. Are the total calories a significant portion of the target 1,500–2,000 calories per day?
3. Is there more than one serving in that item you will eat all at once? If so, multiply servings times calories to see what you are consuming, then refer again to Question #2.

QuickChek cares about your health and wants to help you make wise food choices. Please take advantage of the discounts offered by the Fit for Life Menu. The items are great, healthy alternatives that will provide longer lasting energy. **Make smart choices – feel better!**

Fit for Life Menu	Team Member Price
All-Natural Grilled Chicken Salad	\$3.00
Italian Chef Salad	\$3.00
Regular Garden Salad	\$2.50
Apple	\$0.75
Banana	\$0.75

# Rx for Savings and Convenience!

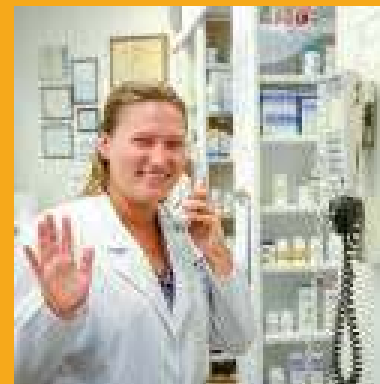
The QuickChek Pharmacy Mail Order Program is an automatic benefit to you when you elect coverage through a QuickChek medical plan. Both the Premier and Basic High Deductible Healthcare Plans allow you to use any pharmacy of your choice when filling a prescription for a 30-day supply or less. Prescriptions for a 90-day supply, such as maintenance medications, can only be filled at a QuickChek pharmacy.

The QuickChek Mail Order Program makes it easy and convenient. Submit the prescription from your physician to the QC Pharmacy in Fords, NJ. The friendly pharmacists, Joe and Anna, will process it right away! You may provide them with the prescription by:

1. having your doctor send it electronically;
2. transferring it from your current pharmacy to QuickChek;
3. delivering it to store #25 in Fords (6 Egan Avenue) – they will fill your prescription while you wait; or
4. calling Joe or Anna in store #25 (732-738-5885) and they will contact your doctor to obtain it.

Most medications will be processed the next business day and shipped directly to your home.

You may also fill your 90-day maintenance prescriptions on a walk-in basis at any of our QuickChek Pharmacy locations!



### Store #83: Sonia is GPS with TCD!

2/22/16: Getting lost in a city is never fun! I was lost driving around Newark, NJ for over an hour. I finally decided to go into your store for directions. Your Team Members were awesome; particularly the Store Leader, Sonia! She could tell that I was quite upset, and instantly came over to help me. She got me a cup of water and helped me calm down. She was able to get me very clear directions to my destination. She really cared about my situation. I will never forget this kindness. – April

### Store #126: Lori Fuels Customer with Kindness!

03/01/16: I ran out of gas near your store in Walkkill, NY. I had just lost my cell phone and was out of money. Your Store Leader, Lori McAree gave me money out of her own wallet so I could put gas in my car. I have never had a stranger offer me such kindness – it was amazing. – Dick

### Store #88: Team Members Show they REALLY Care!

03/03/16: I love shopping at your Hackensack, NJ store. I am a person with disabilities, and I always receive a great deal of extra help when I shop at your store. When your Team Members see me coming, they rush out to greet me. They always help me by opening a door, holding my umbrella, or taking my bags to my car. There is nowhere else that would offer me this kind of service! I am very lucky to have a QuickChek in my neighborhood! – Arleen

## Careers and Lives on the Move in Finance!

Numbers are a big part of successfully managing our business. Here's a quick look at some of the Team Members managing those numbers on a daily basis to help us all succeed. They are wonderful additions to our team, and are making the most of their QuickChek opportunities.

**Grant Smith** joined the Accounts Payable team from QuickChek's unique store #48 – a full-time liquor store where he learned the fundamentals of wine tasting. He has Bachelor's Degree in Economics from Ramapo College and competes in Magic: The Gathering (a trading card game).

**Kim Kopesky**, on the Cash Audit Team, also came from store #48. Kim joined the Cash Audit Team and stepped right up to the challenges. She holds a Bachelor's Degree in Mathematics from Centenary University and plans to return for her Master's Degree. Kim enjoys traveling and watching movies.

**David Celano** brings his positive attitude to the Cash Audit team, from Store #28 where he was a Shift Leader. His work ethic earned him a Bachelor's in Mathematics of Finance from Montclair State University. David recently moved to Easton, PA with his girlfriend, Ashley, and their two new kittens.

**Carlos Ortiz** met our Finance Team as a temp from store #111 helping our Cash Audit Team. He is now in Accounts Payable. Carlos likes scientific research, studied French Civilization at Montclair State and holds a Finance degree from NJCU. He also plays drums, violin, and saxophone.

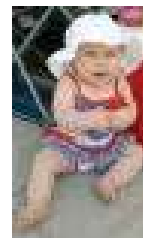
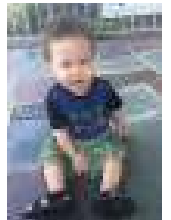
**Lizzie Wojtech** previously worked for stores #122 (mornings) and #37 (evenings) and is now on the Accounts Payable team. Liz studied Nursing at Raritan Valley Community College, and may shift to Accounting. She enjoys running, baseball, yoga and is a Volunteer Firefighter/EMS in Green Brook, NJ.



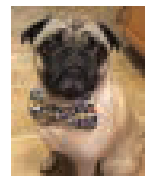
Left to right: Lizzie Wojtech, Grant Smith, David Celano, Kimberly Kopesky, Carlos Ortiz

## New Additions to Finance!

**Elva Carrasco** gave birth to a baby boy named Lucas, and after his first year believes he will be the next Michael Jordan.



**Ashley Harper** gave birth to a baby girl named Hadley 8 months ago. Hadley is a big fan of cake (who isn't?) and melts hearts when she visits the Support Center.



**Vicky Hopf** adopted an adorable little pug named Frank. Frank is a rising star on Instagram with over 11,000 followers! Way to Go Frank!!

## Why ACCIDENT FREE is the way to be:

- Every Team Member and customer is important and valued. We want everyone to be safe and happy. Staying accident free makes QuickChek a Great Place to Work and a Great Place to Shop.
- Serving our customers requires the talents and contributions of EVERYONE on the team. If someone is out with an injury, our TCD service suffers. Also, remember that customers look forward to seeing the Team Members they know – don't disappoint them. Stay safe!
- QuickChek is fiercely protective of Team Members. Our equipment and operations are designed to keep you safe. If you're injured, there's a likelihood that a policy or procedure was violated – if so, you could be terminated.
- QuickChek is self-insured so every accident carries a price tag. Guess what? Your store pays the price because the store's bottom line is charged for every preventable accident. That means less money available to put in Team Members' pockets!



Remember, when you take a moment to THINK about safety you can ACT safely. That lets you BE SAFE and KEEP OTHERS SAFE. **To all those who stayed safe in 3Q16 – WAY TO GO!**

(See www.quicktalkonline for complete list!)

## Way To Go!

### Store #38: Nick Shows the Heart of QC!

04/03/16: I visit your Walkill, NY store around 1am every night. I've made a real connection with the Team Members who work at this store. Two days ago my wife passed away unexpectedly. I shared my horrible news with Team Member, Nick. The next day I went to your store and he gave me a beautiful sympathy card and a \$20 QC Gift Card. He is so thoughtful! Your Team Members are very special! – Frank

### Store #110: Customer Loyalty is Worth Chasing!

04/18/16: Yesterday I stopped in at your Wayne, NJ store for some gas and a drink. I gave the man at the pump my credit card which he swiped and returned, then I went inside. When I came out (I had forgotten that I'd already paid for the gas) I handed him \$20 cash for the fuel. I jumped in my car and started to drive away. As I was waiting at the light to get on Hamburg Turnpike (about a 100 yards away from pumps) I noticed a guy in a reflective vest running towards me. It was the attendant running to return my \$20. I truly appreciate his dedication and honesty. – Thomas

### Store #65: Megan Delivers Extreme Brew!

04/29/16: It was 8:00 at night, and I was in pursuit of your "Extreme Caffeine" coffee. I called your Neptune, NJ store to see if they were serving this flavor. Megan told me they didn't have any ready at the moment, but she'd be happy to brew some up right away! When I arrived at the store it was hot and ready!! This meant the world to me because I needed to work late. Thank you for going the extra mile! – Julie

# QuickTalk Online

Thank You Loyal Readers!

Our online readership has grown a lot over that last year. Thanks to all of you who check-in on a regular basis and also those who tell other Team Members! Get the latest news, job openings and Way to Go messages online.

Moving from News to Conversation!

Sharing news and recognizing outstanding achievement launched the online publication. Now we want to add CONVERSATION. Yes, tell us what's on your mind. We want to hear from YOU! Share your career updates and personal news. Ask questions about the business, policies, or procedures.

Let us know what matters to you and what you want online: <http://quicktalkonline.com/contact/>



## Store #124: When Customers Are Happy – We All Win!

05/19/16: I love QC, it's like a family. I was at your Bayonne, NJ store to redeem a free drink that I won playing your fun match game. Your Team Members were so happy and excited for me. It was like I was the first person to win. In fact, they are always sincerely happy to see me and help me in any way they can. I would walk an extra 10 blocks to get to QuickChek! – Patricia

## Store #81: Mike Solves the Problem – In No Time, FLAT!

06/14/16: I stopped at your Middletown, NJ store the other day, and when I came out, my car had a flat tire. While I was standing there deciding how to handle the problem, Team Member Mike came out and offered to change the flat tire for me. His attitude was so kind and helpful and he would not accept anything for helping. Thank you for taking complete care of your customers! – Kathy

## Store #93: TCD Day or Night!

06/13/16: I have a trucking business and I make many stops in the middle of the night. I arrive at most convenience stores hoping certain employees are on shift (and others are not). But at QC, it doesn't matter what time of day you shop. Everyone who works there greets me with a smile and takes great care of me. Never grumpy, no matter what time it is! Great training goes a long way, but you have great people too. This is why I make your Bayonne, NJ stores one of my regular stops! – Richard



## QC Supports 6th Precinct Cops-Who-Care Warrior Ride

QuickChek was a proud sponsor of the Suffolk County, New York 6th Precinct Cops Who Care charity bicycling tour. The annual event raises funds for local military veterans. This year Hope for the Warriors was the event's main beneficiary.

More than 300 riders, including our own QC Bike Team participated in the fundraiser on Sunday, April 24, 2016. Two rides (25 or 50-mile loop) began at the Port Jefferson Marina and toured through the scenic North Shore of Long Island.

"We pride ourselves in being active members of the communities we serve and we're pleased to continue to honor and support our local service members and their families," said Dean Durling

QC coffee warmed registrants on a chilly morning start. We were honored to have our logo displayed on the jerseys of all the cyclists, as well as the opportunity to supply riders with bottled water along the route. Thanks to all who helped support this event, and to all of our Team Members who continue to help us serve our communities.



## Annual Benefit Golf Outing

On Thursday, June 23rd QuickChek hosted a golf outing benefiting Hope for the Warriors. Organized annually by Chuck Boyer, the fundraiser took flight thanks to a large number of volunteers and participants. As far as we know, there were no record-breaking scores, just a rousing good time and more than \$53,000 raised for a very good cause! The names of the volunteers and more photos can be found at [www.quicktalkonline.com](http://www.quicktalkonline.com).



Above: Jon Durling (District Leader), Steve Blount (Blount Fine Foods), Amanda Shymanski (Marketing), and Billy Nicholas (Store Leader #78)



## Way To Go!

### Store #63: Jes Shows Integrity All the Way!

06/12/16: The other day I was at your West Amwell, NJ store to get gas. I went in and purchased other items. As I was about to drive away, Jes ran up to my car to let me know that I had dropped a \$20 bill, which she handed to me. This kind of honesty and integrity in your Team Members is one of QuickChek's greatest assets! – Jami

### Store #113 Rx: Rose, Richard & Justin are the Rx for Customer Satisfaction!

06/20/16: The friendliness and helpfulness of the Pharmacy Team at your Pt. Pleasant, NJ store exceeds all my expectations. I frequently go to your store with my 4 young children. Rose, Richard and Justin are always patient and helpful with all my questions. Your Pharmacy Team Members are amazing, and are the reason we will continue to choose your pharmacy over any other! – A Satisfied Customer

### Store #124: A Safe Haven in Time of Need!

07/10/16: My daughter was in an accident that completely engulfed her car in flames. The State police placed her at your Bayonne, NJ store to wait for us to arrive. Your Team Members were very caring and kind, offering her beverages and a sandwich. They kept checking on her to see if she needed anything. Thank you for giving her a safe, caring place to wait for us! Thank you for taking care of my daughter. – Stephanie



## Open for Business!

So far in 2016, we've opened the doors on five new stores. The communities of Lakewood, Howell, Beachwood and Butler are now seeing new, smiling QuickChek faces and smiling themselves thanks to our TCD! Beachwood, in particular, was delighted that we expanded our services within the community by adding gas and a new larger store to our offering. Loyal customers in that town particularly appreciated that we maintained our pharmacy operations. They like having a service-oriented alternative to the big chains.

There's more growth planned for the coming months with construction underway in Bordentown, Jackson, Hanover and North Brunswick with upcoming openings in October. As those stores come online, there will be new opportunities for Team Members and Leaders alike. Are you ready to step up and introduce QuickChek to a new community?



### Store #103: Ryan the Problem-Solver!

07/20/16: I was at your Monroe, NY store and locked my keys in my car (which was still running). Team Member Ryan let me use his cell phone to contact my friend who brought me a spare set of keys. In all the confusion, I almost forgot to fill my gas tank; even though I had already paid for it. Ryan realized this, and ran back out of the store to make sure I knew to fill up before I left. I am so appreciative for all that he did. – Steven

## U.S. Representative Leonard Lance (NJ-07) Team Member-for-a-Day!

US Representative Leonard Lance joined our Team at Store #63 (West Amwell, NJ) on Wednesday, June 1st. His visit is part of a series of nationwide industry events celebrating the success of convenience stores and their contributions to the community. Congressman Lance was involved in the following:

- Touring the store with Dean Durling
- Discussing community interaction with Team Members
- Receiving store training
- Working a 90-minute shift behind the counter!

The National Association of Convenience Stores (NACS) supported this initiative so elected officials can experience, first-hand, the convenience store connection to the community. Welcome to the Team, Congressman Lance!



## So What's Happening in Long Island?

We're still working hard in the Long Island market to pick the best sites and to get additional stores opened. There are many options, and we're carefully assessing the locations best suited for QuickChek. We're getting ready to break ground in Bethpage and we also have strong support in the town of Copiague. Additionally, we are working hard to get the approvals needed to start construction on our site in Brentwood. We feel that Long Island holds tremendous opportunities for us.

We've got a good team focused on building relationships with prospective communities. Jeff Albanese is heading up our site selection team with Sean O'Neill providing our "feet on the ground," meeting and building relationships with local communities. Stay tuned for good news on our progress.

## Welcome Butler, NJ #159!!

Another great team for our Northern New Jersey customers as our latest new store opened in Butler on August 9th. Our traditional fundraising efforts will benefit the Bloomingdale Butler Youth Club. We continue to expand thanks to our hard-working teams; treating each other and our customers with care and service. Every new store creates opportunities for Team Members and Leaders. Pictured at left in the grand opening ribbon cutting are QuickChek Store Leader Daniele Alexandre, Butler Mayor Robert Alviene, QuickChek CEO Dean Durling (center) along with QC Team Members and the Bloomingdale Butler Youth Club.

### Store #135 & Marketing: Appy & Happy Beats Wawa!

07/30/16: Your new Bayville, NJ store location is my daily "go-to" for everything from coffee to groceries. I used to always choose Wawa, but not anymore. Your food selection and the great deals have me sold. Your mobile app is the best because now I can order from home and know my order will be ready by the time I get there. You're awesome! – Tony

### Store #99 & Marketing: Running for App Rewards!

08/01/16: I went for a run and ended up close to your store in Rockaway, NJ. I didn't have cash with me but I had my phone so I downloaded your app. This rewarded me with a free iced-coffee. It was the best I ever had. Thank you! – Sue

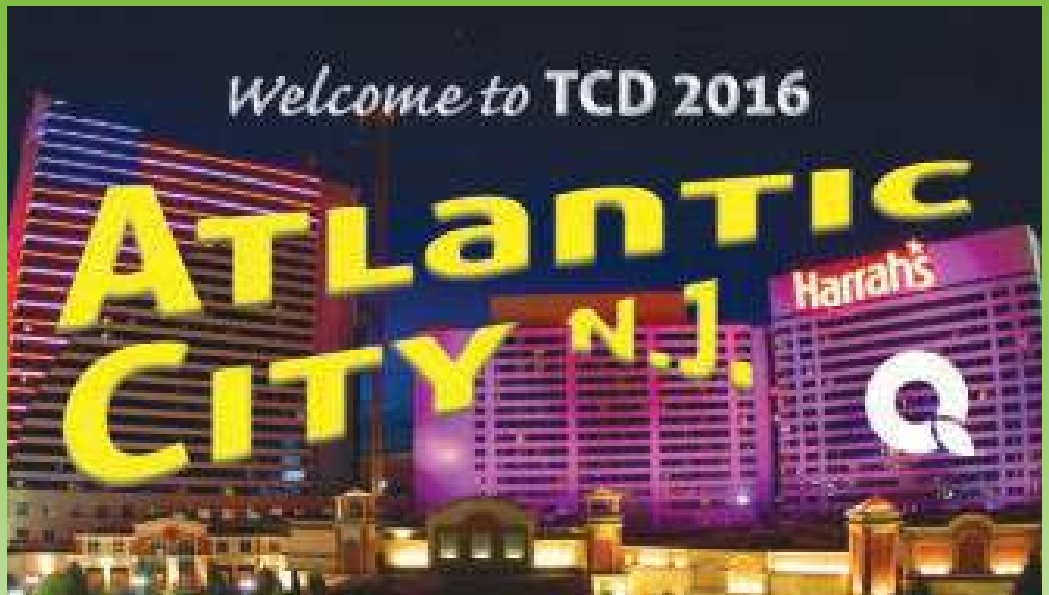
# Get to the 2016 TCD Weekend on December 3rd!

You've been delivering results all year long. Keep up the good work and make that final Fourth Quarter push! You'll definitely want to attend this year's TCD Awards ceremony in **Atlantic City, NJ!**

**PLUS:** What do you do when you are the Best of the Best? You go to DISNEY WORLD! All top award winners join the President's Leadership Club February 1st, 2nd and 3rd in Orlando for learning and fun!

It's never too late to stay focused on your key results and drive them higher.

**Finish strong!**



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