

SUPER PLUS

Training & Store Support Centre

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Greetings, Super Team,

This is the January/February 2005 issue of our Newsletter. Thanks to all who sent articles and pictures and those who continue to support our Newsletter and offer valuable feedback.

Is there anything new happening in your store? Please let us know. Send in your stories about special achievers and those who go the extra mile to please our customers.

-Mercedes

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Newsletter

February 28, 2005

Richard Chen Honoured



Richard Chen



Richard & family



Group Photo



Jeanette Bartley's Speech

To be connected to a company and a boss like Mr. Richard Chen is our good fortune. He is like a tree whose roots are firmly planted in the soil of industry and integrity, whose growth has been upright and strong.

In crisis, he shoulders the responsibility and he bears the burden of loss.

When the office doors are closed for the night, who carries home the cares and worries of the day? Who must constantly plan and scheme so that the work may continue and we remain on the payroll? Who must meet the payroll and the expense budget and income tax?

There is one whose responsibility begins where ours ends; who untangles all difficulties and meets all situations; who is responsible for the success or failure of the business, and who at all times has our interest at heart.

Sir, we thank you. You have taught us how to multiply our joy and count our blessings. We thank you when it seems that we can't forgive, you have reminded us that we have been forgiven. We thank you. If I may use one of the things I've learnt since joining this organisation, it would be "It's not the strongest of species that survive nor the most intelligent, but the ones most responsive to change."

Sir, again, I say thank you and we love you."

-Jeanette Bartley

May Pen
Old Harbour
Four Paths

Our beloved Director, Richard Chen, was honoured on Sunday, February 27, 2005, by the foundation members of May Pen, Old Harbour and Four Paths, at a surprise ceremony held at a private lawn in Sandy Bay.

Flanked by his wife, parents, siblings and other relatives, he was hailed as a manager, director, friend, brother and a superb role model.

The guest speaker of the evening was Wayne Chen, our Chief Executive Officer. The other speakers who graced the podium were Jeannette Bartley, Andrew May, Markland Harris, Gerald Reid, Keith Rose, Delroy Mitchell, Baplin Cooper, Lynval

Baker and Gary Sybliss.

Richard Chen was honoured in song by Daphne Green and Sushana Jones, and blessed in prayer by Faye Boothe. Tricia Anderson made a special presentation to the honouree, while Suzette Quarrie read him a poem and Barbara Anderson entertained him with a cultural item. Esther Higgins was the Master of Ceremonies and Raquel Picart offered the vote of thanks.

Sentiments of love and appreciation were showered on our director, speaker after speaker, in this very touching Awards Ceremony.

Not surprisingly, the otherwise very verbose Richard Chen was next to tears and at a loss for words when he was called upon to



Wayne Chen



Esther Higgins



Suzette Quarrie



Keith Rose



Welcome Michela

Edna Manley College of the Visual and Performing Arts, where she specialized in the area of Textiles and Fiber Art.

She earned a scholarship to study art in France at the Pont-Aven School of contemporary Art under the tutelage of Lesley Bostrom (Brown University) and Nade Haley (Rhode Island School of Design) among others.

Super Plus awarded her a partial scholarship to study abroad.

A hearty Super Plus welcome to Michela Lee, who joined our Special Projects team on February 1, 2005. Michela is a graduate of the

Wedding Bells for Dana



Dana DaSilva exchanged wedding vows with her beau, Sean Garbutt on February 5, 2005, in a beautiful garden ceremony which took place at a private home in Acadia. Many friends and family from the USA, Europe, the Far East and the Caribbean were there to witness this joyful occasion.

Congratulations on your wedding, Mrs. Garbutt. We wish Sean and you every happiness, as you begin your new life together.



Trudi, Nadine, April, Steven, Jody, Shelly, Dawn, Dane, Jahnine & Melbourne

scarcely aware. He is the pleasant face at the gates of Beverly Vale Close, always jolly, patient and very courteous. All these qualities mask an intelligent human being behind the security uniform

When we heard that Steven faced a fight that only illness can present we were automatically drawn to his side to support him and as usual he was optimistic and strong in spirit. He has been undergoing a series of treatment abroad, his prognosis is good and our prayers continue. We expect good news, and we want him to know always that the Super Plus family is behind him as he faces this phase of his life, until he returns to us.

- April Douglas

Members of our Store Support Team gathered around Steven Henry, who was recently diagnosed with Lukemia, to wish

him a speedy recovery.

Steven is one of those personalities who will creep into your heart and psyche while you are

Super Plus Sponsored Racing Duo Created Waves in 2004



The Super Plus sponsored Team Express Racing duo, comprising our own Dion Gardner, Loss Prevention Manager and Rajendra Jadusingh created waves during the 2004 racing season. The team ended the year on a high, well-placed in a number of the championships. Highlights included:
Dion Gardner -
1st place MBMC Dexterity Champion FWD-LSD., 2nd Place JMMC Rookie Champion,

2nd place MBMC Rookie Champion., 2nd place JMMC Stages Rally Driver's Champion class JA2.

Raj Jadusingh -
1st place JMMC JA2 Sprint Championship
2nd place JMMC 2WD Sprint Championship
3rd place JMMC Dexterity Championship

In addition the team was well represented in Rally Jamaica held on the 4th and 5th of December Dion Gardner finished 2nd in class, beaten only by the superior machine of the Bajans.

2005...reaching for higher heights.



Dion Gardner

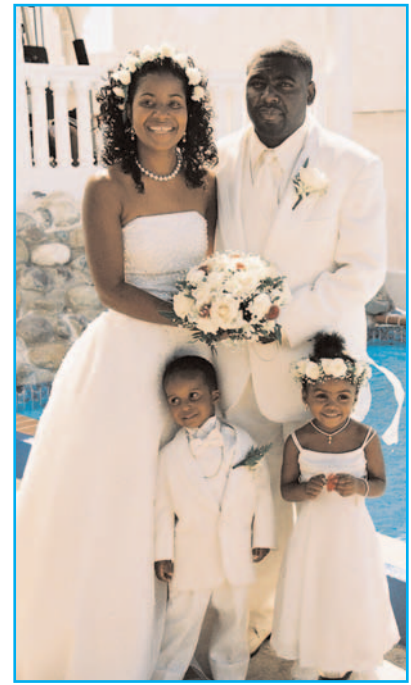




Colin White, Cash Office Manager of Super Plus, Portmore Pines, took the plunge on January 9, 2005, when he married his blushing bride, Debbie McKane.

The ceremony was held at Portmore Seventh Day Adventist, and the reception followed at Chung's Catering.

Colin, your Super Plus family wishes for you and your bride a very happy life together.



Meet the New Managers of 16 Manchester Road



Trebor

T rue success comes from hard work, dedication and determination". That is the philosophy of Trebor Sergeant, Co-manager of 16 Manchester Road since July 26, 2004.

A graduate of Munroe College, Trebor, also spent three years at Churches Teacher's College, where he received a Credit Diploma at the Secondary Level.

He was a teacher at Christian High School for two years, prior to his appointment at Super Plus, and he also has some experience working as a teller in a Cambio in Mandeville.

Noreen Smikle has been Co-Manager at 16 Manchester Road since December 2004. She joined the Super Plus family in 2000, when she was assigned to our Park Crescent branch in the position of cashier. Through hard work and dedication, Noreen was promoted through the ranks to the position of Co-Manager at 16 Manchester Road. Prior to Super Plus, Noreen worked with Ferguson All Age School as a Pre-Trained Teacher for one year.

She is a graduate of Holmwood Technical High School, where she focused on Business Studies. She then attended Knox Community College, where she pursued studies in Associates of Accounts Technician (AAT) for one year. Noreen is presently studying for her BSc in Management Studies with an emphasis on Human Resource Development (HRD), which she will complete by 2007.

Noreen's philosophy is "Whatever my mind can conceive, as long as I believe, I will achieve.."



Noreen

Daina Forchin Wins Second Place at CBA Finals



Deloris & Daina Forchin

Daina Forchin, Super Plus Accounts, Clock Tower Plaza, placed second at the Chinese Benevolent Association's Beauty contest, held at their New Year's Garden Party on February 13, 2005.

Daina was all smiles as she posed with her

proud mother, Deloris Forchin, Store Support - Health & Beauty Care (HBC), to the left, after winning second place.

Congratulations on your success in the contest, Daina. Best wishes from all the team members in your Super Plus family.

- Deloris Forchin



Santa Cruz Welcomes The Lewis Brothers



Paul

Super Plus Distribution Centre in Santa Cruz introduces their Operations Manager, Paul Lewis.

Having lived in the USA for 24 years, Paul returned to Jamaica in 2004 and joined the Super Plus family in October 2004. While in the USA, he gained 14 years' experience

working with Caterpillar Dealer Network (Thompson Tractor & Kelly Tractor) in Atlanta, Georgia.

Paul received Business & Aviation Management Degree from Barry University & Embry-Riddle Aeronautical University, respectively.

He is single and his hobbies include, photography, oil acrylic

The Manager of Super Plus Trucking and Equipment Limited is Joshua Lewis.

Like his brother, Paul, he joined Super Plus in October 2004, having gained four years' experience as National Operations Support Manager at DIAKON Logistics, Inc.

Married with five children, Joshua's hobbies include racing.



Joshua

Pavilion's Monthly Stars- September to November 2004

White Hill, St. Elizabeth is a far cry from the fast paced metropolis of Kingston and St. Andrew, so is Content Westmoreland. The overwhelming tide of the urban drift has swept us in droves

from green valleys, hills and plains to the Liguanea Plains to prospect for notes of varying colours. From White Hill, St. Elizabeth comes Carol Wardlow a member of the winning team at Pavilion and from Content Westmorland comes Dave Morris. Two quiet hard working members of our team.

Carol joined the team with fifteen years' cashiering experience, and wanted to return to the familiar space behind the cash register. As fate would have it, however, there was a greener space for her in the Produce Department. Over the past three years, she has culled out the unwanted aspects of her persona and is still crisping it everyday.

Carol is quite passionate about her customers, and has had rewarding moments serving up some of her choice fruits, vegetables and herbs here at Pavilion. Away from her Super Plus family she enjoys baking and cooking up a storm. To relax she curls up with a roll of yarn, a crochet needle and, yes, her favourite Lifetime Movie.

Everyone who has seen Dave in action in our warehouse has been amazed with the amount of strength this pencil thin individual possesses. He packs quite a punch and carries a smile for everyone. Reliable, and keen on details, he

joined the Pavilion from the Savanna-La-Mar Wholesale in 2002. Whilst in the warehouse his team mates would always welcome and equally fear the energy he brought to stacking goods, he was fastidious about the labels facing the same direction. At times Dave seemed to be looking for his plumb line. He would step away from the goods, look at the stack in his own quiet way, if it got the disapproving look; every piece was coming down and would be restacked. Talk about energy and keenness...

No one seemed surprised when Mr. Francis transferred him to merchandising. Dave's patience is quite evident with his customers and team mates. He enjoys listening to music. When asked what his aims are here at Super Plus, Dave smiled in his easy way and said, "I just want to get some more education first. Right now I'm comfortable with merchandising; I really enjoy it."

We of the Pavilion family salute Dave and Carol. Respectively, they are our choice; employees of the months for October and November 2004. Kudos also to Orlando Gordon aka Ricky, who has since moved on. He wore the crown for September.

- Andrew Burton



Carol & Dave

New Super Plus Wholesale in Junction

Junction Wholesale was opened on December 22, 2004, and is located at Shop 21, Junction Pines Plaza, Junction St. Elizabeth. Our telephone number is 965-5030, and our Fax number is 965-5021.

- Lisa Chen-Shultz





Kimona Simpson

On January 13, 2005, Super Plus Liguanea lost one of its star employees. Kimona Simpson had been with Super Plus for five years, and recently worked as a Lotto Cashier. Kimona died along with her smaller brother and friend.

The news of her death came as a sudden and heart-rending shock that vibrated throughout Liguanea and the surrounding stores. Many branches called in their condolences, while other staff came to the store to mourn openly and remember Kimona.

Kimona's mother, Donna Thomas, was over whelmed by the heart-felt condolences that poured jointly from Super Plus.

Super plus Liguanea, as well as Ms. Thomas, would like to say thank you all for your support.

- Ann Richards

Kimona will always be remembered



Gone

Gone is a loved one, a friend, family member, coworker
 Gone is a loved one's smiles, bright eyes, quirky walk...
 Gone is a Loved one's future, dreams, aspirations,
 Gone is a Loved one's potentials, contributions
 Gone is a loved one's life, unfolding as a rose
 But now, she has no foes
 Gone from us, but promoted to walk with the Lord

Gone for now

Gone too soon

-by Ann Richards and Ashane Earl

LAURA EWART REMEMBERED

On Monday January 31, 2005, the U.W.I. Chapel overflowed with people who came to celebrate the life of Laura Mae Ewart, our own Ms. Ewart, whose precious life was taken from us all on January 24, 2005. After a sound remembrance, the melody "Think of Laura" penetrated the souls of many, making the lyrics difficult to be uttered by most.

"A friend of a friend. A friend to the end. That's the kind of girl she was. Taken away so young, Taken away without a warning"

"Think of Laura, but laugh, don't cry, I know she'd want it that way". Truer words could not be said of this soul. Those of us who were fortunate enough to have had our lives influenced by Laura, would know that her influence is never-ending. Those who were worthy of even a glance, cannot forget the



Cynthia, Laura & Hazel

kindness in her eyes. A kindness that was hard to surpass.

Although the day came that she put the doors of Super Plus behind her, just over a year ago, her legacy remains. We have not been able to forget the incredibly caring person that was ever evident, nor will we forget the unending knowledge that she shared with us. So too in her passing in January, Laura, Ms. Ewart, will always be remembered.

- Shelly Morris

For all who have Gone Before

I went to a funeral today and heard the words "let us celebrate life". Let us celebrate the lives which were days old, as well as those which spanned years. For all have left us with memories and gifts. We have been blessed and magnified, and we are the better for having known them. For they celebrated life with wonderment, which was a joy to behold and each have left his/her indelible mark on our lives.

So let us celebrate the lives of baby Blair - 4 days old (son of Maxwell - Cross Roads), Colin "Pressley" Buckley (Portmore), Laura Ewart (Former Store Support), Edward Henry (Father of Nickeisha - Cross Roads), Andrade Sinclair (son of Andy Sinclair - Store Support) Kimona Simpson (Liguanea) and all others who have gone before.

They Have Made a Difference

There is a building in Cross Roads, which has been referred to as the 'lighthouse'. As one travels South, down Half Way Tree Road or North, up Slipe Road, there it is - the yellow and red building, which has become an oasis for the thirsty, a haven for the hungry, a beacon of hope for all those who had lost their way through the years, and those who felt that they had no choice but to accept the mediocre way of life for that is all they knew.

Then one day, the news spread and the people became excited. Super Plus was coming and how

the population trembled with anticipation. They have not been disappointed. We cater to all and have grown from strength to strength. One and a half years later, we boast a Western Union, a Cambio, a fully stocked Home Store and our Pharmacy will be coming on stream very shortly. The staff of Super Plus, Cross Roads are proud of our home away from home and we plan to keep our motto strong - "Excellence is the norm, rather than the exception".

Come check us out!!!!

-Gail Parkin

Super Plus Cross Roads



Super Plus Welcomes Black River Home Store



Rachael Francis Williams

Rachael has been a stalwart in the Super Plus family. She has served the company since 1989 where she worked with Charles and Richard Chen at the May Pen Store (then J&D Supermarket) and in 1992 when Super Plus Food Stores was launched as a group, she was on board at the Santa Cruz Branch.

As a result of her vast expertise within the organization, she has served in several capacities at various locations. On August 14, 1998, she was transferred to the newly opened Black River Supermarket as the Manager. After nurturing this new baby into childhood, she returned to Santa Cruz, and when the First Gas

Station in the chain opened, she was there again to nurture another baby. She served as Manager for Petcom, Kingsland from January 2003 to September 2003 when, due to ill health, she returned to her home ground where she served in the Cash office and Payables Departments.

She is single, and though she has no children of her own, she has been a mother to many. She is a practicing Christian at the Santa Cruz Church of God in Jamaica, where she is a Sunday School Teacher and Assistant Secretary. She enjoys writing, reading, athletics and cricket. She aims to become a successful business woman, and is well on her way to becoming a formidable challenge in the business

Nestled in the tranquil town of Black River, is the most recent addition to the Super Plus Family. Black River Home Store, which was opened on November 16, 2004 at 6 North Street, just below the police station.

The store which boasts gift items, souvenirs and a wide selection of household items, opens to serve their customers on Mondays - Thursday at 9: 00 a.m. to 5:30 p.m. and on Fridays to Saturdays. Our customers are

greeted by Janice Hamilton (Cashier), while Lorna Vassel (Merchandiser) is always ready to assist them. The Manager, Rachael Francis-Williams, is always available to give her expert advice on all items in stock. All this, under the watchful eyes of Kedar Hamilton (Security Officer).

On arrival, one senses the family like atmosphere that this staff complement provides they are friendly to all, while offering the best prices in town and satisfying



Nikki & Vinette



Mercedes & Allison



Donaldene & Vinette

Allison Porter-Chambers was surprised on Friday, February 11, 2005, with a lovely birthday party by the members of the Accounts/ Cambio team at Clock Tower Plaza. They celebrated her special day with food, drinks and music, as they demonstrated the latest dance moves.

January

PAVILION

- Hazel Wright.....4
- Carol Wardlow.....8
- Nicola Ballentine.....30
- Yvette Delisser.....31

February

PAVILION

- C. "Speedy" Davis
- Hilda "Pat" Pottinge.....14
- Nigel Tyrell.....14
- Charles "Charlie" Atkins..28



Congratulations to all Super Plus team members who celebrated birthdays in January and February 2005.



Allison & Arlette



Julieanne & Nikki