

THE LOOP SCOOP



ARI AUCKLAND STAFF NEWSLETTER

4th EDITION - AUG 2018

What's Inside



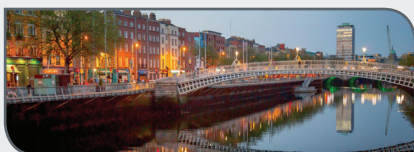
2 - Devonport Incentive



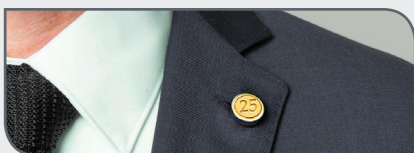
3 - Bee Keeping Experience



4 - Champagne & Shop Incentive



5 - ARI Stars Dublin Trip



6 - Training Update



7 - Spotlight on: Ann Prinsloo



8 - 2018 so far



Dear Colleagues,

It is hard to believe we are powering our way through 2018 so quickly. We have done well and we should be proud. However, like all teams that win, we don't rest on our laurels, we want to get even better. As the saying goes "Better never stops!"

I would like to sincerely thank you for all your efforts in making the year, so far, successful. I thank you also for your honest feedback in our staff survey. We have listened, and we are well underway in addressing your queries and concerns. If it is important to you it is important to me.

I am excited about our new structure and I am delighted at the appointment of our new Retail Managers. I truly believe this structure will take us from good to great. But this structure is only part of our future success. We all need to help achieve our vision, not to fight it, slow it down or be reluctant supporters of it. Our shops must be brilliant always and our service must be even better. We are striving to be "always on", that takes effort, but the result is enjoyable and rewarding for everyone! If you share this vision, I am here to support you.

Finally, take pride and responsibility in our business. If you see something out of place or not quite right, flag it or fix it. That's what winning teams do and we are a winning team!

Thank You

Tom Byrne

#oneteamonedream

You may notice 'The Loop Scoop' looking a bit different from previous issues. We're excited to share it has undergone a mini-makeover. Although we've refreshed our look, we know it's what's on the inside that really matters so you can still enjoy the same informative and inspiring content you know and love. Happy reading!

DEVONPORT CHOCOLATES INCENTIVE WINNERS DAY OUT

Devonport Chocolates is sandwiched between a volcano and a naval base and from this small corner of paradise, inspired by a community of craftsman, a daring little family set out to make Auckland's finest chocolates. Their aim was to stay true to the traditions of Europe's finest chocolatiers while capturing the passion, personality and flavours of the Pacific.

On May 18, our 3 winners from the Devonport chocolates incentive were able to experience first hand the dedication and craftsmanship of the Devonport

Chocolate factory. Zen Villamor, Simon Thaivichit and Kevin Zhao were able to participate in a tour of the Devonport Chocolates Factory and they were guided by the owner himself. Terry Everitt was able to pass on the history and passion of this small but steadfast brand.

Zen, Kevin and Simon then learnt that making chocolate is not that easy. With chocolate coated fingers and the finest milk chocolate pouring out of a fountain, there were a few hairy moments when someone lost their mould into the pool of

chocolate. Luckily there were no Charlie and The Chocolate factory stories here and we were able to recover the mould unharmed.

A great day was had by all. Thank you to Devonport Chocolates for the time and experience.

If you are looking for unique and very tasty gift ideas, then Devonport Chocolates is worth the visit or let your fingers do the walking and order online: <https://www.devonportchocolates.co.nz/>



COMPETITION TIME!

Take a photo of a representation of your day at work, add a small caption and send it to us:

sodonnell@ariauckland.net.nz

We have 10 prizes up for grabs!

ps: we love selfies... also your photo might feature in our welcome packs for new employees, so get snapping!



Congrats!

to the **LOGISTICS TEAM** on finding Tohu in our previous issue. They have won themselves some amazing goodies!





THREE PEAKS HONEY

Bee Keeping Experience

On Tuesday 27th February, 3 of our team headed down to Port Waikato for a Bee Keeping experience. This was the result of an incentive that was run by Three Peaks Honey. Dianne, Kamalpreet and Natasha had a great day.

They were able to don beekeeping suits and get involved in extracting the honey

from the hives. They were joined by the head beekeeper who took them safely through the honey gathering.

At the end of the day the team were presented with a UMF 20+ Manuka Honey to take home and the best part of the day was NO BEE STINGS!!



Hey Everyone!

I would like to introduce to you an exciting new product hitting out shelves.

JACK DANIELS BOTTLED IN BOND

In the late 1800s, not everyone respected quality as much as Jack Daniel's did. Store owners would often buy whiskey by the barrel straight from the distillers, and add dyes or cut it with chemicals when they bottled it to increase their profits before selling it to customers. You can imagine how that wasn't in the best interest of people who were just looking for a few smooth sips. So in 1895, Jack began bottling his Tennessee Whiskey in his iconic square bottle. He wanted to know exactly what was in every single bottle that bore his name. He knew the best way to sell his whiskey was on the promise of quality.



Two years after Jack's decision, the government passed the Bottled in Bond Act. The Act certified the quality of any whiskey carrying an official designation on the bottle. To earn this distinction, a whiskey had to be distilled at a single distillery during a single distilling season, aged at least four years and be bottled at 100 proof. It was a distinction that Jack's whiskey easily earned. After all, Jack had been doing it years before it was required. 120 years later, the Bottled in Bond Act is proof of America's commitment to ensuring the quality of whiskey. And Jack Daniel's Bottled-in-Bond whiskey is a tribute to the man who believed in quality from the very beginning. Exclusive to travel retail.

10
SECONDS
WITH
Tohu



CHAMPAGNE & SHOP INCENTIVE WINNERS DAY OUT

For November and December 2017, we ran an incentive on Champagne where 3 lucky winners were taken on a Champagne and Shop Day.

It was a fantastic day for the winners. On their arrival, Pritpal, Kuar and Kamalpreet were presented with a glass of Champagne. The winners were then surprised to see that a white stretch limousine was going to transport them into Ponsonby for lunch at SPQR.

Another glass of champagne on the

way in and then a delicious lunch before hitting the Ponsonby shops to spend up large.

The pressure was on. The tills were singing, and bags were being packed in a flurry of purchases as the team were given 1 hour only to complete their shopping.

After all the spending they deserved a well-earned Ben & Jerry's ice-cream before hopping back into the waiting limousine and returned to support office to receive their goodie bags.



Welcome to the 100's

We have had a very busy start to the year for training and thank you to all of those that have attended a session.

A big congratulations to our 3 team members who have now attended over 100 training sessions. This is such a huge milestone. These really are our know-edge Champions.



Ellen Li



Indu Kaur



Michelle Chen

SPOT THE DIFFERENCE: Can you find all five?



DUBLIN TRIP

NATASHA PICKERING - ARI STARS

I was blown away that I was chosen to go to Dublin. I was very excited. I had spoken to Angela Akai (previous winner) and she had given me a bit of a heads up about what to expect which was great.

I arrived on Tuesday into Dublin and went straight to my room and slept. I had been travelling for 26 hours by that stage and was really tired. On Wednesday I had the day to myself and went exploring around the city. It was pouring rain so it was a really good opportunity to shop. I am really in love with Primark which is a massive store of clothing and home-ware. I spent ages in there looking around and I had to buy a new bag to bring my stuff home as I went a bit crazy!

Later that afternoon all the other winners arrived and we had a really quick dinner to get to know each other. It was a really short dinner because they were all tired from travelling but it was nice to break the ice.

The next morning we went to Dublin Head Office and had morning team with the Global team. That was really good to meet people from another location. We were then escorted around the airport on a tour. It was interesting to see another location and how they were set up. They are very similar to us and they were all really friendly. The candy cloud store is so amazing.

We were then treated to having our makeup done by Bobbi Brown in preparation of the awards dinner that night. The awards dinner was at the flashiest hotel I have ever seen. It was at the Shelbourne hotel and this is where celebrities will stay when they come to Dublin. We had a five course meal which was crazy. At this dinner they present the awards for 1st, 2nd and 3rd for Global Star. I couldn't believe I came second. I was really excited and proud to be representing NZ and come runner up. The guy that won really deserved it. He was amazing and we all knew he would win.

We then got to let our hair down a little after the dinner and we headed into town as a group which was really cool.

Butlers Chocolate was our destination on Friday. Everyone was a bit slow af-

ter the night before. We go to decorate chocolate and had a tour of the factory and then we all headed into town for lunch. Friday afternoon was then open to everyone to go shopping.

Saturday was St Patricks day and we headed into the parade. We had special passes to the parade so we were able to see all of it. It was though -2 degrees and it was freezing. Thank goodness we went to the Teelings distillery for a tour after to warm up!

Overall, it was an amazing experience and I am really lucky to have gone. I am still in touch with the group that was there and we message all the time. It is really nice to have some people contacts from ARI in other countries.

For me, this was a like a refresher of motivation. Everyone there was so motivated and that really inspired me. It gave me an insight into the different roles and what can be achieved in this company.

My advice to anyone is keep working hard. Don't think that hardwork goes unnoticed and just be passionate about what you do.



TRAINING UPDATE

Once again we have had a phenomenal start to the year with training. With numbers looking like this already:

- 60 Suppliers
- 137 Sessions
- 2305 participants so far for 2018

We are set to have a record year for Supplier training and attendance. A massive well done to all of you that have attended. Once again we are getting amazing feedback from our suppliers around how engaged everyone is and how

much people like presenting at our training sessions.

We have also hand another milestone this year with training attendance. With more people receiving their 50 and 100 training pins. Also a big shout out to Ellen Li who has made it to 125 trainings sessions and is well on her way to 150.

Check out some of the energetic happenings from this year so far.



PRODUCT SHOWCASE



Oh Yes, We CAN

Crafters Union Cans are the answer to every wine connoisseurs on-the-go schedule. Effortlessly portable, these cheeky cans are aesthetically stunning and even more enjoyable to drink. The three varietals, Rosé, Pinot Gris and Sauvignon Blanc, offer a perfect selection to suit any taste. You don't have to sacrifice flavour, for the convenience of a can.

An elegant option for a wedding, the answer to your weekend road trip or even a

beach day picnic with your friends, they will be at home in any setting. No glass? No problem. The Crafter's Union Cans are created using patented Vinsafe wine technology, ensuring the wine within retains its same premium quality, product integrity, stability and longevity.

So, crack open your favourite varietal and never worry about popping it back in the fridge again.



Tell us a little bit about your background.

Originally from South Africa, my family and I moved to NZ early last year. Although I've lived in SA for most of my life, I've travelled quite a bit being a photographer on a cruise ship for a few years. Growing up in such a culturally rich country along with visiting different parts of the world I've come to embrace change and welcome diversity. So moving here has been the most rewarding experience for me. At home I'm wife to a Chief-supporting husband and mommy to a 4yr old PJ-Masks fan.

If you could ask anyone in the world any question, what would it be?

My grandmother was a fantastic cook. She often baked gingersnap cookies that was my favourite thing in the world. The recipe was her secret though and I'm still trying to figure out what made it so amazing.

Tell us something unique or different about yourself?

Luckily for me, being a designer comes with a creative license to be a bit unique or off-beat. Having said that, I see design in everything. I would often find myself staring at a can of tuna in Countdown, wondering what font they used, thinking it could have communicated better with a little more negative space. Or cringing at a menu in a restaurant because the typography is distracting.

So yes needless to say, I often buy products solely based on packaging.

What is your role with ARI Auckland Ltd?

I'm the in-house graphic designer.

How long have you been doing this?

I've been with ARI just under a year but I've been a graphic designer for well over 15 years.

Can you please explain to us what your role entails?

I work within the Marketing team, closely liaising with visual merchandising and the buying teams for the design and development of concepts, graphics and campaigns for our marketing requirements and in-store activations. Basically all the promotional material both printed and digital that represents The Loop Duty free is what I produce. And yes, this newsletter you are reading... jup, also me ;)

What do you love the most about your role?

Wow, where do I begin, how much time do we have? There are so many things I love about my role. If I have to highlight what I love most it would have to be sense of job satisfaction knowing that my design work is one of the very first things to be seen when stepping off the aeroplane entering Auckland Airport. Or sometimes the last, depending on which way you're going.

land Airport. Or sometimes the last, depending on which way you're going.

What do you find the most challenging about what you do?

I would say working within fast turnarounds and tight deadlines my role can become quite challenging at times. Luckily experience has taught me to manage my time well and keep a cool head under pressure.

If I was thinking of a career like this, what sort of qualifications/study would I need to complete?

A Tertiary diploma/degree in graphic design is required to enter the industry.

What made you decide that this is what you wanted to study/do?

I have always loved to create and design things. Growing up I was forever doodling on a notepad which eventually evolved to today doodling on the computer. Art and design has always fascinated me so from an early age I've been collecting design examples that inspire me. Anything from postcards to favourite packaging, brochures and menus, I still have all of it two centuries later.

In five words describe your experience with ARI to date.

Well begun is half done!

Our year at a glance... **SO FAR**



Kings & Queens Theme Day



Kings & Queens Theme Day



St Patricks Day



Spin & Win



C-shift Departures



St Patricks Day



Jo Malone Training



Kings & Queens - Support Office

Tantalise YOUR *tastebuds* WITH *Tohu*

New to The Loop Duty Free,
check out my favourite
recipe made with
Pravda Vodka



APPLE CIDER

INGREDIENTS

1 oz Pravda Vodka
2 oz Apple Cider

INSTRUCTIONS

Pour ingredients into large ice filled
glass and stir. Garnish with
a cinnamon stick.



...AND THAT'S A WRAP!

We would love to hear from you if you
have anything to share, celebrate or
add to The Loop Scoop, please send
an email with any relevant details,
photos or quotes to:

Sarah O Donnell
sodonnell@ariauckland.net.nz