

Tuesday,
September 8, 2009

LOCATION:

Shilo Inn
50 Comstock
Richland, Washington

5:30 p.m. - Check in/Networking
and no-host cocktail service
6:00 p.m. - Dinner
7:00 p.m. - Presentation

DINNER BUFFET:

The Chef and crew at O'Callahan's Restaurant always provide a fine and varied buffet dinner for us at the Shilo Inn. The buffet usually includes two entree choices, plus an accompanying vegetable, a number of tasty salads, and a vegetable and/or fruit tray.

Your choice of coffee, tea or decaf is included with dinner. And don't forget to save room for dessert!

Cost:

\$17 ASQ members
\$20 non members
\$5 presentation only

Reservations are requested by September 3. Send an e-mail to panda_2@charter.net with your name, phone number, company affiliation, and type of reservation, or call Alvin at 371-2221.

NOTE: All no shows will be billed unless canceled 48 hours in advance.

For more information about ASQ, our local section, and other upcoming events, check our website at www.asq614.org/.

“Keeping Things Fresh - Yoke's Focus on Quality”

Darrell Toombs - Manager West Richland Yoke's

From the time Marshall and Harriet Yoke opened their first 2,500 square foot store in 1946, through the expansion from the 1960's through the 1990's, Yoke's has always managed to keep the customer as

its first priority. A constant innovator within the industry, Yoke's became the region's first true Supermarket in 1955 by offering a Snack Bar with prepared meals. In 1975, Chuck Yoke opened one of the region's first "Warehouse Market" formats, allowing customers to mark their own items and save money. He later became one of



the first in the area to add full-service delis, pharmacies and floral departments. And because Chuck believed so much in the people that helped him build the Yoke's grocery empire, he sold the stores to his employees in 1990, leading the way for employee-owned enterprise in our area.

As “your neighborhood grocer,” Yoke's is about more than just stocking nature's best products at a fair price - it's a promise to create a better experience, in and beyond the store. It's rounding up the freshest local products from area farms. It's remaining locally owned, employee-owned, and active in our communities. It's a focus on environment, finding innovative ways to offer a greener shopping experience. But above all, it's a commitment to help customers live the fresh life.

Darrell Toombs has managed the West Richland store since it opened in 2006. He is a native of Spokane, Washington, where he began working for Yoke's over 19 years ago."

Join us on September 8 to hear more from Darrell about Yoke's methods of keeping the focus on customer quality, including the voluntary on-line customer feedback surveys and their emphasis on offering locally grown products.